

# Easy Read Incident Management



ACCESS 2 PLACE HOUSING

Access 2 Place wrote this information. When you see the words '**we**' or '**us**' or '**A2P**' it means Access 2 Place.



We have written this document in an easy to read way. It has key details from our Incident Management Policy.



You can read this document with your family or a support person. We use pictures to help explain ideas.

## About this document



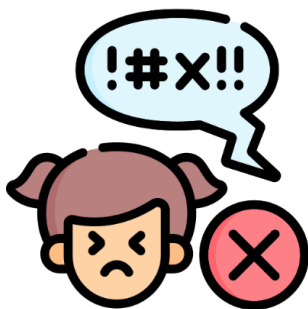
We will take action if there is an incident that may be harmful to someone.

This document talks about what an incident is and what we will do about it.

## What is an Incident?



An **incident** is when something goes wrong. It usually means that something bad happened to someone. There are many types of incident, here are some examples.



- Harm or abuse – it could be physical or mental or emotional.



- Serious injury or death



- A near miss – this is when something nearly happened and there is a risk that it could happen.



- Criminal activity – like theft or drug abuse.



- Restrictive practices – like locking someone out of a room in their home.

## How do you get help if there is an incident?



If something happens to you or someone you know you can tell:

- Access 2 Place staff
- Family, friends or advocates
- Carers, support staff or doctors



You can do this by:

- Phone
- Email
- Website
- In person
- Letter

## What will Access 2 Place do if there is an incident?



When we find out about an incident, we will do something about it as soon as possible.



If the incident is less serious, we may be able to work with you to deal with it ourselves.



Some incidents are more serious, and we may need to report it to the NDIS Commissioner. This is a **Reportable Incident**.



If someone is in danger, or has been injured, we may need to call the police or ambulance. This would be a Reportable Incident.



Some incidents need to be reported to the National Housing Regulator, like a serious problem with our business.



When we hear about an incident, we may need to ask questions about it so we understand what happened. We will write this down and keep our notes.



We may ask you or your advocate:

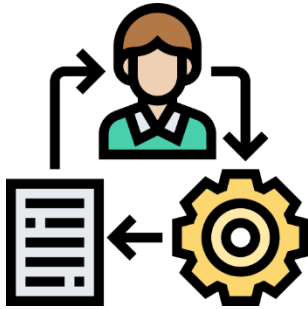
- What happened?
- Who was there?
- When did it happen?
- Did anyone else see?



We may also need to talk with other people who were there or who saw what happened.

## Learning from incidents

If there is an incident, we will think about what happened to check:



- Could it have been prevented?
- Was it handled well?
- How can we stop it from happening again?
- Are there other people who need to know about it?

## Making a complaint



If you are not happy with something we have done you can make a complaint.



You can lodge your complaint on our website or by contacting us directly. Our contact details are on the last page.



## Questions?



If you have any questions or would like more information please contact us:

- Phone – 08 8274 6300
- Email – [info@access2place.com.au](mailto:info@access2place.com.au)
- web – <https://access2place.com.au/>
- visit or write – 20 Greenhill Road,  
Wayville SA 5034