

Managing incidents

at Life Without Barriers

Information for the people receiving NDIS services from Life Without Barriers.

The recording and management of incidents aims to reduce the risk of abuse and neglect for people and improve the quality of service they receive.

What is an incident?

An incident is an event or situation that causes harm or creates a risk or danger to a person we support because of action or inaction. Some incidents are serious, and others may be assessed as minor.

How are incidents identified?

Incidents can be identified in various ways - by the person we support, by a carer, a member of the public or witnessed by Life Without Barriers' staff.

What we do when an incident happens:

- **Respond** to the incident by making sure everyone is safe from harm. This might include calling 000 if someone is in urgent need of medical care or there is an immediate threat to their safety.
- **Record the incident** in our incident management system (i-Sight).
- **Manage the incident** by taking reasonable actions related to the seriousness of the incident to protect evidence and prevent it from happening again.
- **Report to Police** where there is any allegation of a criminal offence against a person with disability.
- **Keep you informed** about our response to the incident, explain what actions are planned and seek input from you and/or others in your support network.

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National Safeguarding Unit (NSU)

Life Without Barriers want to learn from any incidents and improve practice, so incidents don't occur again.

Life Without Barriers must notify the NDIS Quality and Safeguards Commission (the Commission) of certain incidents that happen while delivering your supports and services. These are known as reportable incidents.

What is a reportable incident?

A reportable incident is any incident or allegation that happens 'in connection' with the delivery of a NDIS service.

Life Without Barriers must lodge any reportable incidents in the Commission's portal.

Reportable Incidents include:

- death of a NDIS participant
- serious injury of a NDIS participant
- abuse or neglect of a NDIS participant
- unlawful sexual or physical contact with, or assault of a NDIS participant
- sexual misconduct committed against, or in the presence of a NDIS participant including grooming of the NDIS participant for sexual activity
- the unauthorised use of a restrictive practice in relation to a NDIS participant.

Your rights

You have the right to safe, quality care and to live without abuse and neglect. It is always okay to speak up if you are concerned about an issue or incident.

Any incidents or concerns can be raised by you with Life Without Barriers as your service provider.

You should not be treated differently if you raise a concern or exercise any of your rights.

Life Without Barriers expresses its commitment to the human rights of people with disability through the 'My Rights, Nothing about Me Without Me' booklet and the Life Without Barriers Safeguarding Framework.

What can you do if you have questions about incidents recorded about you?

- Ask your support worker if an incident has been recorded and get them to explain what actions have been taken or are planned.
- Ask for a copy of any incidents recorded about you.
- Talk to your support worker or their manager if there is something else you want them to do.

If you were not satisfied with the approach or do not feel comfortable talking with your support worker, give feedback to Life Without Barriers or make a complaint via:

- **Provide anonymous feedback or raise a complaint through the Life Without Barriers website or email complaints@lwb.org.au**
- **National Complaints: 1800 721 226**

- You can contact the NDIS Quality & Safeguards Commission to ask questions or make a complaint about Life Without Barriers through:
 - Phone call: 1800 035 544 (free call from landlines) or TTY 133 677.
 - Translating and Interpreting Service: 131 450
 - National Relay Service and ask for 1800 035 544.
- Or by using their online complaint contact form at <https://www.ndiscommission.gov.au/contact-us/make-complaint-form>