

Participant incident information:

How we manage incidents

Amicus is committed to providing a safe environment for participants across all service provision, including actively working towards the prevention of violence, abuse, neglect, exploitation and discrimination.



About incidents...

Your safety is important to us. You have the right to feel safe and receive high quality service from your support provider. If something goes wrong, Amicus will;

- Make sure you are immediately safe
- Ensure you are receiving a quality service
- Help you to make sure your rights are being protected
- Reflect on the services provided, and look for opportunities to do better
- Talk to you about how we handled the incident, and what we could do better
- Tell the NDIS Commission, DFFH, or another organisation when serious incidents occur

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Responsible Person	Incidents, Complaints and Investigations Officer	Approved	15 August 2022	
Endorsed by	Chief Executive Officer	Schedule review date	15 August 2024	

Advocacy...

An advocate is independent of your provider, the NDIS or government, and is someone who can assist you to exercise choice and control, and to have your voice heard.

An advocate can provide advice, act, speak or write to promote, protect or defend your human rights. An advocate acts at your direction, reflecting your wishes and preferences.

Sometimes Amicus will refer you to an advocate in response to an incident. If you want to have the support of an advocate, please let your Amicus Team Leader, Key Worker or Pathways Officer know.

For further information see our Amicus advocacy information brochure.

Your support worker...

Is responsible for telling Amicus when an incident occurs.

Amicus staff will;

- think about how their actions and attitudes impact on the quality of support they provide, seek feedback, and keep improving their practice.
- support you to understand, explore and think creatively about your options, and they will uphold your decisions.
- be present and pay attention to how your needs make change, and respond to these changes.
- work with you to make sure services and supports are enabling you the opportunity to live your best life.
- ensure quality service provision by responding to your immediate needs, during and post an incident occurring, by auctioning all communication and reporting required within the required policy timeline.
- support you to provide feedback on how your incident was handled.

How we manage your incident...

Report	Anyone can report an incident. An incident should be reported ASAP. All incidents must be reported within 24 hours of occurring, preferably as soon as it's safe to do so.
Respond	Protect the health and safety of the Participant, the health and safety of others including our staff, and take emergency action if required. Whilst being respectful and sensitive to the way in which you may respond to the experience of the incident, Amicus staff are responsible to the immediate response to the incident.
Assess	Assess all incidents. Could it have been prevented? Why it occurred? How well it was managed and resolved?
Notify	Who? When? Why? This includes Department of Families, Fairness and Housing (DFFH), NDIS Quality and Safeguard Commission, Victoria Police, Child Protection, Commissioner for Children and Young People, other stakeholders (inclusive of other providers, formal and informal supports, and where there is a collaboration agreement in place).
Analyse	Review the information we have, and find out what we don't know. At times we might need to obtain further information about the incident and undertake an internal (or external) investigation in such cases where the cause of the incident is unknown, or the nature and impact (or potential impact) of the incident is significant.
Consult	With you. With relevant regulatory bodies. With other internal and external stakeholders. With your consent we will talk your incident through with the other people in your life, to be collaborative and responsive, and to supporting any possible learnings. <i>*Where necessary, Amicus will share information if required by law, or to lessen or prevent serious risk to the wellbeing of a participant, or others. Additionally as a registered provider, Amicus is responsible for reporting certain incidents to the relevant authority as required.</i>
Learn	Identify trends, develop and complete correction actions, improve our services. Amicus commits to reflecting on every incident that occurs, to learn from what has happened, to improve quality of service provision, and to prevent the incident from occurring again. This includes maintaining a participant incident register, to identify and reflect on trends.



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