



## **An incident is an event which may affect the health, safety or wellbeing of a person.**

We try to make sure that we don't have any incidents at Lifeplan.

Our staff are trained to look after our customers, as well as other Lifeplan staff members and people in the community.

If we do have an incident, and you are harmed, we will handle it in the right way.

This includes making sure you are safe, and that you get help from an advocate, family member, or someone else you trust.

We will make sure you have treatment, like seeing a Doctor, or talking to a counsellor, if you need to.

We will take records of the incident and make sure these are kept **private**.

We will review the incident and see how we can improve so that it doesn't happen again.

## **Some incidents need to be reported**

These are called **Reportable Incidents**.

If this type of incident happens, we have to let the **NDIS Commission** know straight away. Please see page two for more information about **Reportable Incidents**.

## **Our goal at Lifeplan is to make sure you are treated with dignity and respect.**

At all times, we aim to make sure that you are in a safe and healthy environment which is free from any abuse or neglect.

We will always investigate and report any event which has harmed you.

## **Lifeplan has a Charter of Rights.**

The Charter explains how Lifeplan will support you. You can ask for a copy of the Charter. It is also within your Service Agreement. **It explains your rights.**

## **You have the right to complain.**

At any time, you have the right to **complain** about Lifeplan and our staff.

You can complain to Lifeplan:

- Make a complaint by speaking to the person
- Write a letter to a staff member or the CEO of Lifeplan at Lifeplan, 122-124 Mills Street, Welshpool, WA 6106
- Call (08) 9277 7223

## **You can also contact the NDIS Commission:**

Call: 1800 03 55 44

Or go to their website:

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Please see the page two for more information about **Reportable Incidents**

## Lifeplan must report certain incidents to the NDIS Commission.

For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) **in connection with the provision of supports or services.**

This means, a serious incident which has occurred while Lifeplan staff are supporting you.

The incidents which need to be reported to the NDIS Commission include:

- the death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability
- sexual misconduct, committed against, or in the presence of, a

person with disability, including grooming of the person with disability for sexual activity

- use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability

### It is important that Lifeplan handles these types of incidents in the right way.

This includes making sure that you are **safe** and that you are supported to **get any help** you might need. For example, if you are hurt, we will make sure that you see a Doctor for treatment.

We will make sure that your support network know about the incident. We will give you information about **Advocates**, who can help you.

We will **investigate** the incident and let you know the result of the investigation. This means that we will look at what happened, and how it happened. We will

also make sure that we improve our service, so that a similar incident doesn't happen again.

**Lifeplan likes to improve** and we will give you **feedback** and let you and your support network know how the incident has been handled and what changes have been made as a result of incidents.

**For more information about Reportable Incidents and the NDIS Commission, you can go to:**

Call: 1800 03 55 44

Or go to their website:

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

If you or your support network have a concern about a service provided by a Lifeplan staff member, **please contact Lifeplan Head Office:**  
(08) 9277 7223