



How to handle incidents



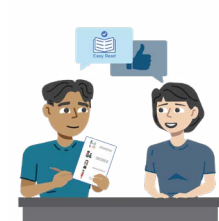
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About this fact sheet



The Department of Social Services wrote this fact sheet. When you see the word 'we' or 'us', it means the Department of Social Services.



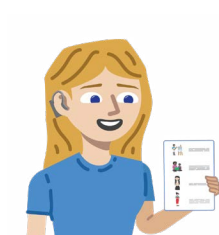
We wrote this fact sheet in an easy to read way. We use pictures to explain some ideas.



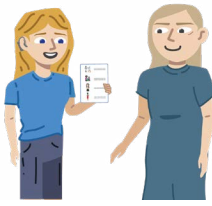
We have written some words in **bold**.

This means the letters are thicker and darker.

We will explain what these words mean.

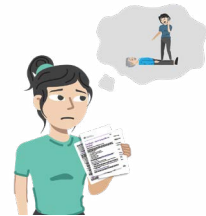


This Easy Read fact sheet is a summary of another fact sheet. This means it only includes the most important ideas.



You can ask for help to read this fact sheet. A friend, family member or **support person** can help you.

A support person is someone who helps you with things you find hard to do by yourself.

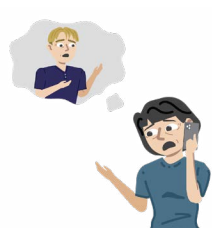


This fact sheet will tell you about how service providers should deal with **incidents**.

An incident is when something happens that could hurt other people or cause trouble.

It might be something that makes someone feel bad or get hurt.

It can also be something big or important that happens by mistake.

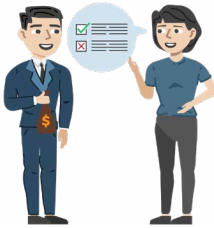


When something like this happens, it is important to tell someone who can help.

They can make sure everyone is okay and help to fix the problem.



The Disability Services and Inclusion Act 2023, or the DSI Act, helps the Government to pay for activities that help people with disability.



The DSI Act says that **service providers** must have a **system** to deal with incidents.

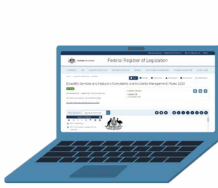
A service provider is a person or organisation that helps people with disability to live the way they want.

A system is a plan or a way of doing things.

Systems help us follow steps to get things done.



This system helps service providers to fix things that happen when they are helping people with disability.



All of the rules for having a system to deal with incidents are on this website.

[Rules for having a system to deal with incidents:](#)

<https://www.legislation.gov.au/F2023L01726/latest/text>

Because the rules use a lot of words, we made this fact sheet to tell you about the important parts.

What is an incident?



The DSI Act says an **incident** is:

- When something happens that may hurt a person with disability.
- When a person with disability does something that could hurt someone else.
- When something happens that can hurt anyone when getting help from the service provider.

When is an incident a reportable incident?



A **reportable incident** is an incident that must be **reported**.

Reported means telling someone about something that happened.

When we report something, we are telling information to someone who can help.

Reporting helps people know what is going on so they can fix the problem.



The DSI Act says reportable incidents are very big or important incidents that need to be reported to us.

This can be things like:

- Someone died.



- A person with disability got hurt in a very bad way.

It can be something like:

- A big cut.
- A broken bone.
- They need to go to the hospital because they got hurt in a very bad way.



- **Abuse.**

Abuse is when you hurt someone or treat them in a way that makes them feel bad.

This could be:

- Saying mean things to them.
- Touching them in a way that they do not like.
- Taking their money or things that are theirs without asking them.
- Asking them to do something they don't want to do.



- **Neglect.**

Neglect is when you do not look after someone or give them things that they need. This could be:

- Not giving them enough food and water or clothes.
- Not taking them to the doctor when they are sick or hurt.
- Leaving them alone a lot.



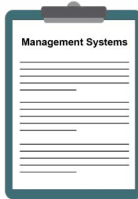
- Someone did something very bad to a person with disability that hurts them.

It can be something like:

- Touching them in a way they do not like.
- Punching, kicking or hitting them.

This is against the Government rules that say everyone must feel safe and be treated with respect.

Rules for incident management systems



Service providers must have a plan for how they will respond to things that go wrong. We call this an **incident management system**.

An incident management system is a group of plans for fixing incidents that happen.

The plans will help them to deal with different incidents and make things better when something goes wrong.



The DSI Act has rules for incident management systems.

It says that an incident management system must have:



- A way to know when an incident has happened and a way of writing it down.



- A way of telling someone about the incident and who to tell about the incident.



- Who is responsible for telling other people about incidents that are reportable incidents.



- Steps to help people with disability and workers to feel better after the incident.
- A way for the person with disability to say what would help them to feel better or safe.

They have a say in fixing the problem.



- A way for the people in charge to find out why the incident happened.



- A way to know when something needs to be fixed because there is a problem.
- Things you need to do to fix the problem.

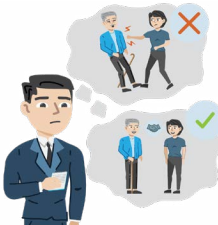
Looking at an incident



The service provider must find out a few things when something goes wrong with the services or support you get.



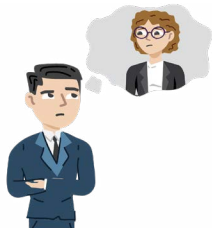
- They need to see if the incident could have been stopped before it started.



- They check how well the problem was fixed.



- They work out what they can do to stop the same incident from happening again.
- They figure out a way to make the same incident less bad if it happens again.

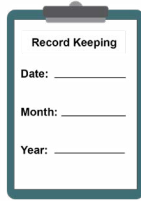


- They also see if they need to tell anyone else about what happened.



When they decide what to do about the incident, they must make sure that everyone is treated the same.

Record keeping



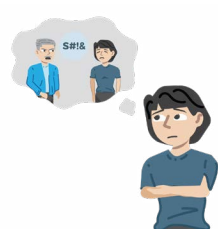
Record keeping means writing down notes about important information.

It helps you to remember what happened.



When an incident happens, the service provider must write down all the information to remember it.

These notes are kept for 7 years.



Service providers must write down everything about the incident, like:

- What happened.
- Who was there.
- What they learned from the incident.
- Who wrote down the notes.

Telling DSS



The service provider must tell us if something very big happens, like a reportable incident.

They must tell us during the 24 hours after the incident happens.

This includes if someone says something happened, even if they are not sure that it happened.



They must tell us information about what happened.

They must also tell us what they are doing to fix the problem.

They must tell us about it in 1 day.

They must give us all the information we need in 5 days.

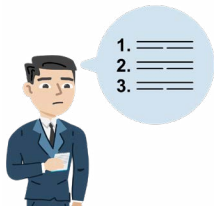


We may give them a paper to write that helps them to report incidents.



When we agree to give money to a service provider, we can give them extra rules about reporting incidents.

Things that DSS may do about reportable incidents



When we get told about a reportable incident, we may do a few things to make sure everything is done right.

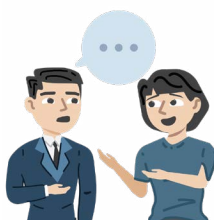


We may do things like:

- Tell another group of people about the incident who can do a very good job with fixing it.

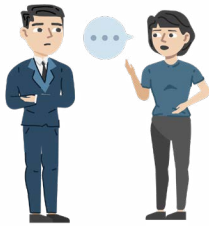
It can be a group like a **child protection agency** in your state.

A child protection agency is a group of people who make sure children are safe.



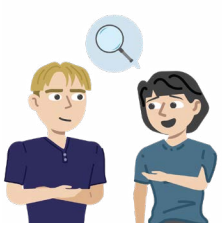
- Tell the service provider what steps to take to fix the problem caused by the incident.

This could include things like making sure everyone is safe and well.



- Tell the service provider to find out what happened and why.

Then tell us what they find.



- Ask someone else who knows a lot about these kinds of incidents to have a look.

The service provider must pay them.

Then they will tell us what they find.



- Do other things that we think are fair and right.

We want to make sure the incident is fixed in the right way.

We want to make sure that everyone is safe and happy.

How to contact us



You can visit our website at

www.dss.gov.au/dsi-act.



You can email us at

sector.engagement@dss.gov.au.



You can call us on

1300 653 227.



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