

Incident Management Policy - Easy English

This is information about what IOE will do if an incident happens. An incident is when something bad happens, for example someone gets hurt or something gets broken.

You can talk to your support worker, coordinator, team leader or general manager about an incident.

We collect information about the incident so we can see what we need to do to keep people safe and to keep it from happening again.

We write all this information down in an incident report. You can ask for a copy of the incident report.

We will talk to everyone involved in the incident. We may need to tell other people what happened.

Some people we may need to talk to include

- your family or guardian,
- IOE coordinator,
- General Manager
- CEO.

We will ask for your permission if we need to talk to people about the incident.

IOE will give you information about who they are going to talk to about the incident and what they are going to do. We will also keep a record of the incident so we can work out ways to stop this from happening again.

If it is a serious incident and someone has broken the law, we may need to tell the police and other government departments, we may have to do this without your permission.

After an incident we will want to make things right again. We may need to organise for the people involved to talk to someone such as a counsellor or an advocate or make some changes to the support you are getting from IOE.

We will involve you in the process and make sure that what we do is fair, and we will do this as quickly as we can.