



PEOPLE OF PEONY'S INCIDENT MANAGEMENT POLICY AND PROCEDURE

What is this about?

This document explains what People of Peony will do if something bad happens to you while we are supporting you. We call these events *incidents*.

An incident could mean:

- Someone hurt you
- You saw something scary
- Something unsafe happened
- You were treated unfairly

Our Main Promise to You

We promise to:

- Keep you safe
- Take all incidents seriously
- Help you if something bad happens
- Learn how to stop it from happening again



What is an Incident?

An *incident* is:

- If you or someone else gets hurt
- If someone abuses or bullies you
- If someone steals from you or treats you unfairly
- If something happens that could hurt you or make you unsafe

If Something Bad Happens

Staff must:

1. **Check if you're safe.** If not, they will help you straight away.
2. **Call 000** if you need an ambulance or police.
3. **Help you get medical care** if you are hurt or upset.
4. **Call your family or carer** if you say it's okay, or if you are a child.
5. **Write down what happened.**
6. **Help you talk to someone** (like an advocate or friend).

You have the right to be safe from:

- Violence or being hit
- Abuse or bullying
- Being treated unfairly
- Being ignored or not cared for
- Being treated badly because of your gender, age, race, culture, sexuality, disability or beliefs



Your Voice Matters

If something happens:

- We will listen to you
- We will believe you
- We will ask how you want to be helped
- You can have someone you trust with you

You can always say if something feels wrong.

Support People

We can help you:

- Talk to a support person
- Get an independent advocate
- Find someone who speaks your language
- Feel calm and safe again

Reporting Incidents

Staff must report all incidents. They must write down:

- What happened
- When and where it happened
- Who was there
- How we helped
- What we will do next



Reportable Incidents

Some incidents must be reported to the NDIS Commission (the people who check we do the right thing).

These include:

- Death
- Serious injury
- Abuse
- Sexual assault
- Using restraints without permission

We must report these in 24 hours.

What Happens After

We will:

- Look at what went wrong
- Talk to you about what we learned
- Change things so it doesn't happen again
- Keep you updated the whole time

Children and Young People

We work with:

- Families
- Guardians
- Advocates

To make sure children feel safe, supported, and understood.

How We Tell You

We will explain everything to you in a way you understand:

- Talking in person
- Using pictures or Easy Read
- Using a translator or interpreter

Who Can Help

If you need help now:

- 000 (for emergency police, fire, ambulance)
- 1800 737 732 (1800RESPECT – for family or sexual violence)
- 1800 497 212 (Rainbow Helpline – for LGBTIQ+ support)
- 1800 811 811 (DVConnect)

What If I'm Not Happy

You have the right to:

- Complain
- Tell us if you are not happy
- Ask for help from someone outside People of Peony

Ask us for the *Complaints and Feedback* form or read the Easy Read version.



Remember:

- It's never your fault if someone hurts you.
- We are here to help.
- Your voice matters.
- You have rights.
- You are not alone.

DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
4	22/10/2024	PEOPLE OF PEONY
Version History		
Version No.	Review Date	Revision Description

