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What is an Incident?

Learn2Communicate aims to protect and prevent harm to our NDIS participants. Learn2Communicate has systems to manage all incidents related to people receiving our support and services. An 'incident' can be defined as anything that has been done, not done, or an event or circumstance that has occurred in connection with the provision of our service that has or could have caused harm. Our Incident Management procedure involves identifying systemic issues in our practice and continually trying to improve the way we offer supports and services. We investigate all incidents and respond appropriately.

How we Manage Incidents at Learn2Communicate

1. All Staff at Learn2Communicate report any incident that occurs in relation to the provision of supports or services to an NDIS client/person with a disability to the practice owner Karen Trengove- Speech Pathologist. These incidents are documented within 24 hours of the incident occurring on the Learn2Communicate 'Incident Report Form'.
2. Some incidents are more serious than others. Reportable incidents include those that have or are alleged to have caused death, serious injury, abuse, neglect, or restrictive practice to the person with disability. These types of incidents are reported to the NDIS Commission by Karen Trengove – Practice Owner within 24 hours of Learn2Communicate being notified of the incident.
3. Your treating Speech Pathologist and Practice Owner Karen Trengove will arrange for and provide the required support and assistance to anyone who is affected by the incident. This may involve providing information regarding how to access independent advocates and strategies to ensure your ongoing safety and wellbeing.
4. Incidents are all thoroughly investigated by the Practice Owner with a focus on improving outcomes for the person with a disability and upon the continual improvement of supports and services provided by Learn2Communicate.
5. We also involve the person or people affected by the incident in the management and resolution of the incident. This will include taking into consideration your view regarding whether the incident could have been prevented, how well the incident was managed and what actions need to be undertaken to prevent similar incidents from occurring in the future.
6. We keep documents regarding incidents and review and monitor this information on an annual basis in order to review issues raised by incidents that have occurred and to identify and address any systemic issues in the provision of our supports and services. These documents are all stored securely and kept for 7 years from the day the record is made.

Copies of our Incident Management and Reportable Incidents System policies and procedures are available for viewing by NDIS participants/people with a disability and their advocates and are located in clearly labelled NDIS Policy Folders in the waiting rooms / receptions of each Learn2Communicate clinic.