**Easy Reads**

Easy Read Complaints and Feedback

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| NDIS Provider Melbourne | NDIS Registered Psychologists - CAPS | When you see the words ‘we’ or ‘us’, it is talking about Child and Adolescent Psychology Services. |
| Getting a test - Easy Read | Department of Social Services, Australian  Government | This document is to help you easily understand the information.  Pictures are used to help explain. |
| 8,654,033 Document Stock Photos, Pictures & Royalty-Free Images - iStock | This document is an Easy Read version of another document. You can also access this other document if you would prefer. |
| Businessman Businesswoman Sitting Desk Looking Digital Stock Footage Video  (100% Royalty-free) 3781403 | Shutterstock | You can ask for help reading this document.  You can ask your family, friends, a support worker, or anyone else you would like. |

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| **About this document** |  |
| 110 Knock knock ideas | knock knock, funny lists, knock knock notes | This document explains how we respond to and resolve incidents. |
| **This document will help you understand:** | |
| How You Can Help – Riverdale Christian Academy | * How to recognize an incident * How to get help * How we respond to incidents * What information we need from you * How we can help you if you are involved in an incident |
| **What is an incident?** |  |
| Warning Icon Vector Illustration Isolated On Stock Vector (Royalty Free)  1613476672 | Shutterstock | * A time you are harmed by an organisation or their workers * A time when you could have been harmed by an organisation or their workers * A time you hurt someone else * When someone else feels like you are going to hurt them * A reportable incident (death, serious injury, abuse, neglect, sexual misconduct, restrictive practices) |
|  | Some examples of incidents are: |
| 3 reasons it's so hard to stop yelling - Mindful Little Minds Psychology | * A person experiencing harm or abuse |
| 19,718 Broken cup Images, Stock Photos & Vectors | Shutterstock | * Lost or broken property |
| Near miss - Stock Illustration [12981047] - PIXTA | * A situation where you were nearly harmed |
| Medication Errors | * Someone giving you the wrong medication |
| Fight Frustration | Scholastic | Parents | * Changes to your support routine that cause harm to you |
| Silhouette Mugshot Stock Illustrations – 274 Silhouette Mugshot Stock  Illustrations, Vectors & Clipart - Dreamstime | * Illegal activities   (e.g., theft, drug use) |
| **How to get help** |  |
| Depression and children with disability | Raising Children Network | You can report an incident to us at any time.  Reporting is when you tell us about an incident you have experienced or an incident you think someone else has experienced.  We will help you through the reporting process. |
| The 5 Stages of a Structured Coaching Conversation - MB Seminary | Family, carers, friends and advocates can also help you report an incident. |
| You can report an incident by: |  |
| 190,628 Child Talking To Adult Stock Photos, Pictures & Royalty-Free Images  - iStock | * Telling your support worker * Sending us an email * Calling us on the phone |
| **How we respond to incidents** |  |
| 795 Pointing At Wrist Watch Photos and Premium High Res Pictures - Getty  Images | Once we know about the incident, we respond as soon as possible. We will let you know when and how we will respond. |
| 5 Tips to Remember When Starting Your First Business Venture - 2022 Guide -  Chart Attack | Our workers are trained to know how to respond to incidents. |
| Children Thumbs Up Images – Browse 55,495 Stock Photos, Vectors, and Video  | Adobe Stock | Incidents that are less serious will be handled by us. We will talk to you and other people involved to help us solve the problem. |
| **Reportable Incidents** |  |
| Avatar Australia Police Officer On White Stock Vector (Royalty Free)  519946720 | Shutterstock | When an incident is more serious, we need to notify the Police and the NDIS Quality and Safeguard Commissioner. |
| Covid Victoria: Ambulance Victoria declares code red amid massive demand |  Herald Sun | An example of this is if you are badly hurt while under our care.  This is called a Critical or Reportable Incident. |
| **What Information do we need?** |  |
| Closeup Hand Writing On Paper Stock Footage Video (100% Royalty-free)  10311701 | Shutterstock | When we are resolving an incident, we keep records.  This is when we write down what happened and what we did to help fix it. |
|  | We record what was said and done during the incident including: |
| Counseling and Therapy | Center for Young Women's Health | * What happened * When it happened * Who was involved in the incident * Who saw the incident * When you told us |
| **How will we help you?** |  |
|  | You are important to us, so we: |
| Covid: Foster children needing urgent care up 30%, Barnardo's says - BBC  News | * Assist and support you * Help you feel safe * Look after your physical health and your mental health |
| Teenager talking with an adult - Stock Image - C033/1554 - Science Photo  Library | We will listen to you when you tell us what happened.  We will talk to you and anyone supporting you about you to fix it. |
|  | We know how important you are in helping us fix the problem so we: |
|  | * Ask you for feedback * Talk to you about what happened * Explain the process to you and anyone helping you (e.g., family, friend, carer or advocate) * Consider ideas you have to make positive changes |
|  | If we make changes to correct what happened, we will: |
|  | * Change our practices * Changes our policies and procedures * Give more training to our workers |
|  | If you aren’t happy with the results or how we handled the incident, you can contact the NDIS Quality and Safeguards Commission.  Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)  Phone: 1800 035 544 |

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| **Contact us** |  |
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