



Easy Read Incident Guide

Thrive Pathways

What to do if something goes wrong.



This is an **Easy Read** guide.



You can ask someone to **help you read** this.



This guide tells you what to do if **something goes wrong**.

Thank you for taking the time to read it.



In an **emergency**, call **000**.



What this guide is about



It helps you understand:

- What an **incident** is
- What we do when something bad happens
- How you can **speak up**
- How we help keep you **safe**

What is an incident?



An **incident** is something that should not happen.



It can make you feel **scared**, **hurt** or **unsafe**.



An incident might be:

- Someone hurting you or another person
- Getting the wrong medicine
- Someone talking to you in a rude or mean way
- A worker not doing their job properly
- Something dangerous happening



Who can report an incident?



To **report** an incident means to **tell us** about it.

Anyone can report an incident:



- You
- Your family or carer
- A support worker
- A friend or advocate

How to report an incident



Is someone in **danger** right now?
Call **000**.



Tell **any staff member**.



Call us on **1300 429 593**.



Talk to any of our team, or a **senior manager** or **director**.



Ask someone you **trust** to help you.



Email us at **hello@thrivepathways.com.au**, or fill in a form.

What we do when an incident happens



We **listen** to you.



We make sure everyone is **safe**.



We **write down** what happened.



We **look into** it.



We **fix** the problem.



We keep you **informed**.

We tell you what we have done.



We help stop it from happening **again**.



We follow our **incident management policy**.

This is our set of rules for incidents.



Reportable incidents



Some serious incidents are reported to the **NDIS Commission**.
These are called **reportable incidents**.

These include:



- Serious injury
- Abuse or neglect
- Death
- Sexual misconduct
- Someone being held, locked in or stopped from moving without permission

Will you get in trouble for speaking up?



No! You can always speak up.



We will **not** be angry.

We **want** to know if something goes wrong.



Speaking up will **not** change your services.



We will keep your information **private**.

Your rights



You have the right to:

- Feel **safe**
- Be treated with **respect**
- Speak up if something is not right
- Get **help** if you need it

Need help?



We are here to support you. Just ask us.



You can always bring **someone with you** when you talk to us.



Contact us



Call us on **1300 429 593**



Email us at **hello@thrivepathways.com.au**



Write to us at:

PO Box 75R, Redan VIC 3350



Visit our website at **www.thrivepathways.com.au**



You can also talk to **any of our team** in person.



Do you need an **interpreter**?

Call **TIS National** on **131 450**.

Ask them to call us on **1300 429 593**.



Do you find it hard to hear or speak?

You can use the **National Relay Service**.

Ask them to call us on **1300 429 593**.



Other places that can help



Emergency?

If someone is in danger right now, call **000**.



NDIS Quality and Safeguards Commission

They make sure NDIS supports are **safe**.

Phone **1800 035 544** (free call from landlines)

TTY **133 677**

Email **contactcentre@ndiscommission.gov.au**

Website **www.ndiscommission.gov.au**

National Relay Service: ask for **1800 035 544**



Victorian Disability Worker Commission

They take complaints about **disability workers** in Victoria.

Phone **1800 497 132**

Website **www.vdwc.vic.gov.au**



Find an advocate

An advocate is someone who helps you **speak up**.

Website **askizzy.org.au/disability-advocacy-finder**