

## Looking after your safety

Intelife works hard to keep you safe and make sure your services happen in a safe environment.

Intelife staff carry identification so you can check who is supporting you.

When services are provided in the community or your home we will first check if everything is safe. This is called **risk management**.

## When things go wrong

Intelife must have a good system if things go wrong or someone is hurt.

This is called **incident management**

## Incident Management



Any incident involving you will be responded to, recorded and investigated.



Intelife will always take steps to help if a person might be being harmed or neglected.



Intelife must learn from bad things and make changes so it does not happen again.

## Incidents

Even though Intelife tries to keep everyone safe, sometimes accidents and bad things happen.

Intelife staff know what to do if there is an accident or if a bad thing happens.

1. First, they help any hurt people with first aid and may call an ambulance or the police
2. Then if no one is hurt, they will make sure everyone is safe from any danger or hazards
3. Next, they will report the incident by phoning the manager
4. After an incident staff will write a report on Intelife's **Incident Management System**.

Intelife must manage incidents properly and learn from them. This means all incidents and bad things must be:

- put on Intelife's **Incident Management System**
- investigated to find the cause or reason why they happened
- fixed so they do not happen again.

## What you can do if there is an incident or accident

- Try to be calm, take a big breath
- Do what your support worker asks you to do
- Do what the ambulance officers ask to do
- Do what a police officer asks you to do

### If your support worker can't give or get any help, you can take some action:

- You can call an ambulance - 000
- You can call the police - 131 444
- You can ask someone nearby to get help
- You can call someone at Intelife – Head Office 6169 1100

### After an incident

If you are involved in an incident Intelife staff will keep you informed and ask for your feedback

They also will:

- report the incident to the NDIS Commission if required
- report the incident to the police or WorkSafe if necessary
- tell you what corrective actions Intelife will take so it does not happen again



NDIS Quality  
and Safeguards  
Commission

### People you can talk to if you are not happy about an incident:

- Your Coordinator, Supervisor or Manager
- A family member or friend
- [NDIS Quality & Safeguards Commission](#) – 1800 035 544
- [Disability Advocacy Services](#) in WA:
  - People with Disabilities (WA) – 9420 7279 [www.pwdwa.org](http://www.pwdwa.org)
  - Kin (Ethic Disability Advocacy Centre)– 9388 7455 [www.edac.org.au](http://www.edac.org.au)
  - Your Say at UnitingCare West – 1300 663 298 [www.unitingcarewest.org](http://www.unitingcarewest.org)
  - Sussex Street Community Law Service Inc – 0429 611 435 [www.sscls.asn.au](http://www.sscls.asn.au)
  - Citizen Advocacy Perth West Inc – 9445 9991 [www.capw.org.au](http://www.capw.org.au)
  - Exportability – 6361 6001 [www.explorability.org.au](http://www.explorability.org.au)
  - Midlas – 9250 2123 [www.midlas.org.au](http://www.midlas.org.au)
  - Personal Advocacy Service – 9275 5388 [www.paswa.org.au](http://www.paswa.org.au)
  - Advocacy WA Bunbury – 9721 6444 [www.advocacywa.org.au](http://www.advocacywa.org.au)

If you are not happy with the help you get from one person, you can talk to someone else.

**Remember Intelife welcomes feedback about incidents**