

# Reporting an Incident

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Marli and Moe believe that all people have a right to be looked after properly, treated well, and given high quality care and services. We believe each person (including children, young people, and adults) has rights and should have them respected at all times.

Marli and Moe have a commitment to upholding each person's legal and human rights in all aspects of service delivery and acts to promote and protect these rights in accordance with the Universal Declaration of Human Rights, the Charter of Rights for Community Care, and the United Nations Convention on the Rights of Persons with Disabilities.

However, sometimes things go awry, and something goes wrong with either our service, or another of your providers.

In this situation, the incident needs to be reported to us immediately.

To report the incident, you can contact your Support Coordinator directly, or Marli and Moe on –

**Email:** [info@marliandmoe.com.au](mailto:info@marliandmoe.com.au)

**Phone number:** 1300 797 454

Our first response will be to ensure you are safe.

Depending on the situation, we may ask your consent to contact Emergency Services.

An incident can include – you being injured or harmed, receiving an inappropriate text or call, your provider or Support Coordinator using offensive language or acting inappropriately.

An incident can also include a Client harming a provider, sending an inappropriate text, or making a call, using offensive language, or acting inappropriately toward providers & Support Coordinators.

We need to know about all incidents to ensure the safety of both clients and supports.

Incidents will be documented, including, but not limited to –

- what happened
- when did it happen
- where did it happen
- who did it happen to
- who witnessed this occur
- who was involved
- how did it happen





We will -

- Help you speak with the provider involved if it is not your Support Coordinator
- Speak with the Support Coordinator involved if Marli and Moe are involved in the incident.
- Internal escalations will occur which sees Marli and Moe's Quality and Assurance Manager complete an objective internal review and interview/s (where appropriate).
- All findings from the Quality and Assurance Manager's internal review will be provided to the staff member's Team Leader and upper management for considerations of next steps forward. - Please note the Quality and Assurance Manager will identify with upper management if the situation is to be escalated to any appropriate external parties and/or governing bodies at this time.
- Provide you with information about Advocacy and connect you with an Advocate (if required and if consent is given), to support you in talking about the incident.
- Provide you with any information relevant to supporting the current situation to assist you and/or your representatives to make informed decisions with consideration to your rights and responsibilities.
- Listen to you and discuss any changes that need to be made to the service you receive.

Please note that some incidents are reportable to the NDIS (National Disability Insurance Scheme) Quality and Safeguard Commission by law.

Whilst we do not need your Consent to submit the report due to our reportable requirements with duty of care, we endeavour to be supportive and transparent through this process and can state that you have requested for the Commission to contact you directly or to not contact you at all if you do not consent for the Quality and Safeguard Commission to investigate further.

If you are not happy with the way we have managed any incidents, you can contact:

**NDIS (National Disability Insurance Scheme).**

- 1800 800 110
- <https://www.ndis.gov.au/>

Or

**NDIS Quality and Safeguard Commission.**

- 1800 035 544
- <https://www.ndiscommission.gov.au/>
- <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

