

Policy: Incident Management



Inclusive Housing Australia provides houses for people with disability to call their home.



The NDIS calls these types of homes Specialist Disability Accommodation or SDA for short.



The NDIS stands for National Disability Insurance Scheme.



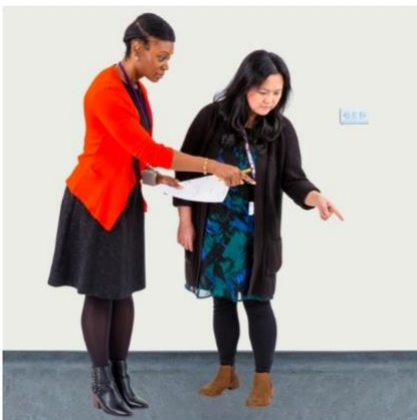
IHA has written this Incident Management policy to tell our staff what to do to keep everyone safe.



An incident is when something goes wrong.



This Incident Management policy tells staff what to do when something goes wrong.



And the policy tells staff what to do to stop another incident happening again.



There are many different types of incidents.



Some incidents can be about something happening to you.



Other incidents could happen to your house.



Some incidents could happen near your house.



IHA staff manage most incidents or know who to call for help.



Serious incidents are managed by other authorities like the police.



Some incidents are when someone claims someone else is doing something wrong.



This is called an allegation.



Allegations are managed by the police or other authority.



Other incidents are when you or someone tells IHA that something has gone wrong or is not working.



These types of incidents are called a concern.



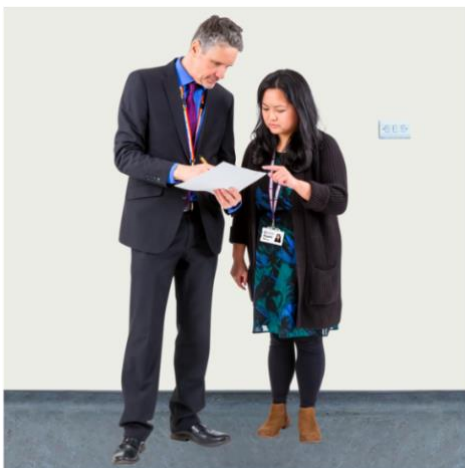
Some incidents are when you or someone else makes a complaint about something going wrong.



IHA staff are trained to manage all types of incidents and to tell you how they are doing this.



Staff also follow the rules set by the NDIS about how to manage incidents.



This policy says we will give you information about how we manage incidents.



Feel free to ask us questions about this Incident Management policy.



You can do this by writing an email and sending it to info@inclusivehousing.com.au