



## Information for clients on dealing with critical incidents

Dear service user

At Arthritis, Pain Support and ME/CFS ACT we strive to ensure the safety of all participants involved in all our programs. Unfortunately, despite our best efforts, sometimes incidents will occur. We want to ensure that you have access to our incident reporting policy and process, and ensure that at all times you are a part of the process we take to both ensure a full recovery from an incident for you, but also to ensure we minimise the likelihood of such an incident occurring again.

Our incident management policy can be found at [https://arthritisact-my.sharepoint.com/:w:/g/personal/admin\\_arthritisact\\_onmicrosoft\\_com/EbeG\\_rTCL5lqD-wB6YbclB5vV2IFNOu8hiEXXBqLLzqw](https://arthritisact-my.sharepoint.com/:w:/g/personal/admin_arthritisact_onmicrosoft_com/EbeG_rTCL5lqD-wB6YbclB5vV2IFNOu8hiEXXBqLLzqw)

If you are involved in an incident resulting from our services, or witness an incident that you believe we should investigate, please call us on 02 6251 2055 and ask to report an incident to the CEO or another member of staff with whom you feel safe reporting the incident to. If a staff member is with you at the time they will commence the reporting process but we also welcome a report from you as well. Alternatively you may email us at [info@arthritisact.org.au](mailto:info@arthritisact.org.au) to make a report or you may also use our complaints form to report an incident if you find this easier (please find attached in this introductory packaged) or on our website <https://www.arthritisact.org.au/about-us>.

We want to assure our incident management process consists of several detailed steps to ensure that incidents are handled effectively and efficiently. We also want to ensure that you are included as much as you wish to be, including, but not limited to:

- Being able to provide all the information you believe is relevant to the investigation.
- Ensuring you receive all documentation related to the incident in a manner you understand and in a way that suites you.
- If you are unable to participate in the investigation, if there is a nominee or other nominated person/s that you would wish to receive all information this will be furnished to them.
- That you are included in the findings of investigations, the decision around changes to policy and procedure that may be warranted as a result of the investigation and any other information that is relevant to the incident.

- That you have the right at all times to exit the process and likewise, re-enter the process.

Please note that if you are an NDIA participant, or a participant in any of our services that are funded by the ACT Government, reporting structures are a requirement to those relevant agencies that we will be required to respond to. These are outlined in our Incident Management Policy including the timelines for those reports. We will include you in these communications.

Thank you for working with us to ensure we have a system of ensuring we keep all our program participants safe.

A handwritten signature in black ink, appearing to be 'Rebecca Davey', with a large loop at the start and a trailing flourish.

Rebecca Davey  
CEO