

# How Echo Interpreting Manages Incidents



## PARTICIPANT INFORMATION GUIDE

Your safety, wellbeing and rights are important to Echo Interpreting.

If something happens while you are receiving an Echo service that causes harm, or could cause harm, we call this an incident.

We will respond, keep you informed and learn from what happened.

### 1 What is an incident?

An incident is something connected with an Echo service that causes harm or could cause harm. This could be:

- an accident or injury.
- feeling unsafe or being treated badly.
- abuse, neglect or exploitation.
- a privacy or confidentiality breach.
- damage to property.
- anything else affecting your safety, wellbeing or rights.

### 2 What should I do if something happens?

Tell us as soon as you can. You can tell your Echo worker or contact the Echo office:

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

Phone: (03) 9761 2208

SMS only: 0409 054 326

Submit an Incident, Safeguarding or Near Miss Report: see website [www.echointerpreting.com.au](http://www.echointerpreting.com.au)

Scan QR Code:



After Hours Emergency: 0449 259 153

For immediate danger or a medical emergency, call 000.

### 3 Can someone support me?

Yes. You can ask someone you trust to help you or speak with us on your behalf. This might be:

- a family member or friend.
- an advocate.
- a support worker or Support Coordinator.
- another representative.

### 4 What happens after an incident?

Echo Interpreting will:

1. make sure you are safe and arrange urgent help if needed.
2. record and assess what happened.
3. review or investigate where appropriate.
4. take action to manage risks and prevent further harm.
5. keep you informed.
6. tell you the outcome and actions taken, where appropriate.

### 5 Will Echo tell anyone else?

Most incident information is kept private. Sometimes Echo must report certain incidents to the NDIS Quality and Safeguards Commission or another authority.

- we will explain this where appropriate.
- we only share information when needed to manage the incident or when required by law.

## 6 How will Echo keep me informed?

If an incident involves you, we will communicate with you in a way that works for you. We will:

- tell you the incident has been recorded.
- explain what happens next.
- provide updates where appropriate.
- tell you the outcome and actions taken, where appropriate.
- explain if privacy or legal requirements mean some information cannot be

## 7 How does Echo learn from incidents?

We review incidents to understand what happened and improve our services.

We will:

- identify risks and causes.
- improve procedures and worker training.
- consider participant and worker feedback.
- take action to help prevent similar incidents.
- record improvements in our Continuous Improvement Register where appropriate.

## 8 What if I am unhappy with how an incident was managed?

Please tell us. You can raise a concern or make a complaint at any time.

- Making a complaint will not affect your Echo services.
- You can also contact the NDIS Quality and Safeguards Commission.
- Phone: 1800 035 544
- Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## 9 Need another way to communicate with us?

If you need information or communication in another format, please let us know.

We will work with you to make the information accessible.



## OUR COMMITMENT

Echo Interpreting is committed to providing services that are:

- ✓ Respectful
- ✓ Safe
- ✓ Inclusive
- ✓ Culturally responsive
- ✓ Accessible
- ✓ Focused on continuous improvement

**Your voice matters**

