



INDEPENDENT
LIFE SERVICE

Incident Management

	<p>This Easy to Read document is a summary of another document</p>
	<p>A friend, family member or support person may be able to help you to read this document.</p>
<h3>What will we do?</h3>	
<h1>BEST</h1>	<p>We make sure our workers are doing a good job to treat you carefully and prevent any incidents to happen to you.</p>
	<ul style="list-style-type: none">• We ensure that any incident is prevented• We make sure our workers follow the rules and standards.
	<ul style="list-style-type: none">• We make sure that if an incident happened, it is our worker's responsibility to reports it to us.• If the workers did not report the incidents, you can report it.

PRIVATE

Any information given to us will be protected and kept private.

We only share your information if we must:

- tell someone else
- keep you or someone else safe

What do we do about incidents?



We:

- listen to you
- Investigate the incident and search for the causes
- Ensure it does not happen again

How do you report an incident to us?



- You can call us between 9am and 5pm, Monday to Friday.



- You can email us
- Or
- Complete Form04.Incident Report form