



Incident Management

This document tells you what an incident is and how we manage them.



There are two types:

- A general incident
- A reportable incident.



A general incident is:

- When a person causes you harm or could have caused you harm
- when you hurt someone else
- when you feel that someone is going to hurt you.



A reportable incident is when you, or another participant, is very badly hurt or mistreated.



If you are involved in an incident, you must tell our CEO, your support worker, or a trusted person immediately.



After an incident, we will provide support or assistance to help you recover from the incident.

We will regularly keep you up to date with how we are managing the incident.



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We will ask for your:

- feedback and thoughts on how we are fixing the problem.
- ideas about any changes that could help you in the future.



We investigate the incident to improve our service by:

- learning what happened
- making changes to stop it from happening again.



Some changes we might make could be to:

- change our practices.
- change our policies.
- retrain our staff.



We must advise the NDIS Commission of Reportable Incident.



The NDIS Commission will review the incident.

They will tell us if we need to take any further action.

We will keep you up to date.



If you are unhappy with the way we handle your incident, you can tell the NDIS Commission:

Call: 1800 03 55 44 (free call from a landline)