

How we deliver safe services

We have ways to make sure you are safe when you receive our supports



We try to look at what could go wrong and stop that from happening



We will learn from any mistakes or issues and improve



If you do not feel safe, please tell us





How we investigate incidents



What is an Incident?

An incident is anything that causes harm to a person or causes loss or damage to their property

If you are involved in an incident, we will support you with what you need, keep you safe and help you to find an advocate if you would like one

All staff know how to respond to an incident

We keep your information private

We will ask for your feedback to help improve how we can help and support you when incidents happen

We recognise and accept when an incident has happened

We involve you to help us investigate the cause of the incident

If the issue is serious, we must report it to the NDIS Commission

We will learn from any mistakes or issues to stop incidents from happening again

How we respond to incidents

