



How we deliver safe services







How we investigate incidents

Once we hear about an incident, we always try to find out what impact it had on people involved and what caused it to happen to stop it from happening again.







If you are affected by an incident, we will speak with you soon after, during and at the end of the investigation to get your views about your experience and your concerns.

6.

We will let you know what happens to make improvements at the end of the investigation.



How we investigate incidents



3.

We will find an independent person to support you if you wish or you can choose someone.

We will establish what caused the incident and learn from mistakes we have made to improve our service.









We keep your information about you private.





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 recognise and accept

when an incident has happened





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

7)

How we respond to incidents



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

We keep your information

private







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