

INCIDENT MANAGEMENT

About incidents — working together safely



Your safety matters to us. We work hard to deliver safe services — here's how we prevent incidents, and what we do if one happens.

WHAT IS AN INCIDENT?

Sometimes accidents happen. Sometimes people make mistakes or treat others badly. We call these things 'incidents'. You can help prevent them too — act safely, treat other people with respect, and if you don't feel safe, tell someone about it.

FEELING SAFE, BEING SAFE

NDIS providers must follow rules about keeping people safe. We work hard to keep everyone safe — you, our workers, and other people in the community.

We think about how accidents can happen and how to prevent them. This is called 'risk management'. We consider the supports we provide, the places where they happen, the people who work with you, and other people around you.

We want everyone to be safe, and to feel safe. If you feel unsafe, you can tell us — we promise to listen.

IF SOMETHING GOES WRONG

Our staff know what to do if there is a problem or accident. We follow NDIS rules if an incident happens:

1. We tell the NDIS Commission
2. We investigate the incident
3. We take action so it doesn't happen again
4. We talk it all through with the person who was hurt

We must follow these rules if someone gets hurt, if someone says they have been hurt, or if staff treat NDIS participants badly. If you don't feel safe talking with our staff, tell someone else — your family and friends, or an advocate. You can complain to the NDIS Commission, who make the rules and help participants when people break them.

MAKING IT RIGHT AGAIN

Everyone has the right to be treated fairly. If you're involved in an incident, you have the right to know what went wrong and what is being done to make it right.

If you don't get these answers, you have the right to complain. We'll always keep you informed, and we want to treat you with respect. If you're unhappy with our complaints process, you have the right to get help — the NDIS Commission can help, and an advocate can help too, by speaking for you.

IF WE DON'T ACT SAFELY, TELL US

Write to us: PO Box 255, Kinglake VIC 3763

Phone us: 1300 110 231 · In an emergency, always call 000

NDIS Quality and Safeguards Commission:

www.ndiscommission.gov.au · 1800 035 544 · TTY 133 677. Interpreters can be arranged.

Advocates can help you complain. The National Disability Advocacy Program can help you work with an advocate. Email disabilityadvocacy@dss.gov.au, or write to Disability, Employment and Carers Group, Department of Social Services, GPO Box 9820, Canberra ACT 2601 — or search “disability advocate” online.

This information is taken from our Incident Management Policy and Procedure. Ask us any time for the full copy.

Your Path Your Way Support Coordination · Registered NDIS provider
PO Box 255, Kinglake VIC 3763 · 1300 110 231 · enquiries@yourpathsc.com.au

You have every right to feel safe.