

## About incidents

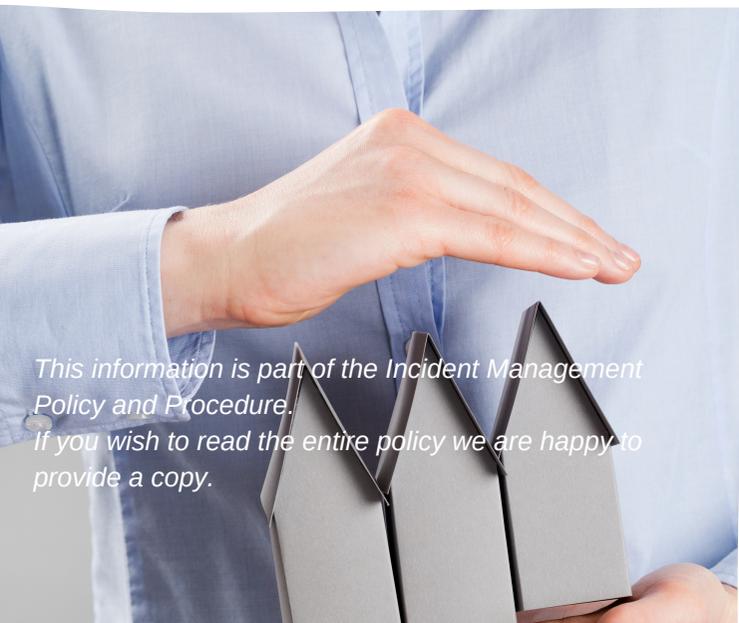
Your safety is very important to us.  
We work hard to deliver safe services.

But sometimes accidents happen. Sometimes people make mistakes or treat other people badly. We call these things 'incidents'.

This brochure explains how we try to prevent incidents and what we do if one happens.

You can help prevent incidents happening too. Act safely. Treat other people with respect.

And if you don't feel safe, tell someone about it.



*This information is part of the Incident Management Policy and Procedure.  
If you wish to read the entire policy we are happy to provide a copy.*

## It's OK to complain

### **If you feel we have not acted safely, please contact us**

SDA Solutions Australia  
16 Marie Street, Milton, QLD 4064  
Phone us: (07) 3139 1519  
Email: [robert@sda-solutions.com.au](mailto:robert@sda-solutions.com.au)

### **You can contact the NDIS Commission**

Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
Phone: 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 them at: [disabilityadvocacy@dss.gov.au](mailto: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.



# Incidents

Working together safely



# Your safety is important

## Feeling safe; being safe

NDIS providers must follow rules about keeping people safe. We work hard to keep everyone safe. That means 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 ask you questions, and think about the supports we provide, about the places where those supports happen, about 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.



# Handling incidents

## If something goes wrong

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

- We must tell the NDIS Commission
- We must investigate the incident
- We must do something so that the incident doesn't happen again
- We must talk about all this 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 to talk with our staff, then tell someone else. You can talk with your family and friends, or an advocate. You should complain to the NDIS Commission — they make the rules and help participants when people break the rules.

# Complaining about incidents

## Making it right again

Everyone has the right to be treated fairly.

If you are 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 will always keep you informed. We want to treat you with respect.

If you are unhappy with our complaints process, you have the right to get help.

The NDIS Commission can help. An advocate can help too, by speaking for you.