

Easy Read: Incident Management in the NDIS

Sometimes **things go wrong** when you get NDIS supports.

An **incident** is when something happens that **hurts, upsets, or puts someone at risk**.

The NDIS has rules to help keep you **safe** and make sure incidents are **handled properly**.

What is an “incident”?

An incident is something that happens during your NDIS support that:

- makes you feel **unsafe** or **unhappy**
 - causes **injury** or **harm**
 - involves **abuse, neglect, or violence**
 - involves **theft** or **damage to property**
 - breaks your **rights or privacy**
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What must providers do?

NDIS providers must:

1. **Look after you** straight away if you are hurt or upset.
 2. **Tell their manager** or the right people about what happened.
 3. **Write down** what happened and what they did.
 4. **Report serious incidents** to the **NDIS Quality and Safeguards Commission**.
 5. **Learn** from the incident so it doesn't happen again.
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Serious incidents include:

- someone being **hurt badly**
- **abuse or assault**

- **neglect**
- **the death** of a person with disability
- a person going **missing**
- **sexual misconduct** by a worker

These must be **reported to the NDIS Commission** within a set time.

What about you?

If something bad happens, you can:

- tell your **support worker**
- talk to your **provider manager**
- ask your **support coordinator or advocate** for help
- contact the **NDIS Commission** directly

 **Phone:** 1800 035 544

 **Website:** www.ndiscommission.gov.au

You can ask someone you trust to help make the report.

What should happen next?

Your provider should:

- listen to you and take your story seriously
 - make sure you feel **safe**
 - explain what they will do to fix things
 - check that it doesn't happen again
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 **Remember**



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You have the **right to be safe** when you get NDIS supports.

You have the **right to be treated with respect.**

You have the **right to speak up** when something is wrong.

Your safety always comes first.