

Email: info@carecarriage.com.au

Website: www.carecarriage.com.au

Phone: 1800 130 010

## **A** 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

# 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.

## Serious incidents include:

- someone being hurt badly
- abuse or assault





Email: info@carecarriage.com.au

Website: www.carecarriage.com.au

Phone: 1800 130 010

- 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

(iii) Website: www.ndiscommission.gov.au

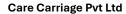
You can ask someone you trust to help make the report.

## 2 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







### Level 4, 28 University Avenue. Canberra ACT 2601

Email: info@carecarriage.com.au

Website: www.carecarriage.com.au

Phone: 1800 130 010

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.