

Ability Centre Incident Management



This document is about what happens if there is an incident.



What is an incident?

- Any time you experience, or could have experienced, harm
- Any time you cause harm to someone else
- Some incidents are 'reportable' or 'serious'. These might be death, serious injuries, abuse, sexual misconduct or restrictive practices.

We record what is said and done during the incident, for example:



- Description of what happened
- Who saw the incident
- When you told a worker
- Management is told what happened

You are important to us, so we:



- Make sure you are safe
- Provide support and assistance
- Look after your health and wellbeing



We will listen and talk to you or your advocate about what happened and how to fix it.



Sometimes we will need to investigate what happened. This will be done by someone outside of the staff that normally work with you.

The NDIS Commission can investigate too.

If we make changes to correct what happened, we will:

- Change our practices
- Change our policies / procedures
- Train our staff

There are times we must tell the NDIS Commission or the Department of Communities if there is an incident.

For example:

If you are **badly hurt** in any way by anyone.

This is called a Reportable or Serious incident.

What happens if there is a Reportable or Serious incident?

Management will fill out an Incident Form.

The Incident Report is sent to NDIS Commission or Department of Communities.

If you do not like the way your incident has been handled, or you want more assistance you can contact:

Ability Centre - Quality & Governance team (Feedback)

1300106106 or email

Quality.Governance@abilitycentre.com.au

NDIS Commission:

Call 1800 035 544 (free from landlines)

Interpreter Service:

tisnational.gov.au or 131 450

National Relay Service:

relayservice.gov.au or 1800 555 660

This information has been endorsed by the Customer advisory XXX on XXX