

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.



This information is taken from our Incident Management Policy and Procedure. If you wish to read the entire policy, we are happy to provide a copy. Just ask us.

It's OK to Complain.

Tell us what you think.

Call us: 08 8322 2792

Email: support@pahs.com.au

Pearson's Services

Level 1

4/378 Main South Road
Morphett Vale SA 5162

Contact the NDIS Commission

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: 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.



INCIDENT MANAGEMENT



**Working Together To
Achieve Your Goals**

Your Safety is Important!

About Incidents

Sometimes accidents happen, and sometimes people make mistakes or may intentionally treat people disrespectfully.

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 from happening as well. Act safely. Treat others 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. 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 then think about the -

- Supports we provide.
- Places where those supports happen.
- People who work with you.
- 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. And if you don't feel safe, tell someone about it.

Handling Incidents

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 must tell the NDIS Commission.
2. We must investigate the incident.
3. We must do something so that the incident doesn't happen again.
4. We must talk about all of 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 can complain to the NDIS Commission - they make the rules and help participants when people break the rules.

