



INCIDENTS

Working together safely

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.

Your Safety is important

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.

Reporting 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 seek further assistance. We will always keep you informed. We want to treat you with respect.

If you are unhappy with our process, you have the right to get help by contacting the NDIS Commission

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 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.

Tell us if we don't act safely

Write to us:

Perth Integrated Health
PO Box 1289 Canning Bridge
Applecross 6153

Email us:

ndis@perthintegrated.com

Phone us:

9240 5266 or 9364 8626

Contact the NDIS Commission

web: ndiscommission.gov.au
phone: 1800 035 544
TTY: 133 677.

You don't have to talk to us, if you have a concern you can contact the NDIS Commission

Advocates can help you

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or search "disability advocate" online.