

## *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.

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!**

**If we don't act safely, tell us.**

Write to us:

Horizon SDA Care Pty Ltd  
PO Box 593,  
Mooloolaba QLD 4557

Phone us:  
07 5313 3571

### **You can contact the NDIS Commission**

web: [www.ndiscommission.gov.au](http://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 them at:

[disabilityadvocacy@dss.gov.au](mailto: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.



# INCIDENTS

Working together safely

## *your* **Safety** *is important*

### **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 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.

## *handling* **Incidents**

### **If something goes wrong**

Our staff know what to do if there is 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.

## *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.