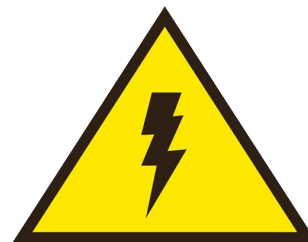




All about Incidents



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 & what we do if one happens.

You can help prevent incidents happening too. Act safely. Treat other people with respect.

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 & other people in the community.

We think about how accidents can happen & how to prevent them. This is called 'risk management'.

We ask you questions, & think about the supports we provide, about the places where those supports happen, about the people who work with you & other people around you.

We want everyone to be safe, & to feel safe. If you feel unsafe, you can tell us. We promise to listen.

If you don't feel safe, tell someone about it.

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 we don't act safely, tell us

Tell us what you think. Write to us:
Strong Minds Psychology
PO Box 566 Yarra Junction 3797

Email our feedback & complaints team at feedback@strongminds.net.au
Phone us: **03 5967 1438**

Getting help to complain

- From our workers
- From your family or friends
- From an advocate



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 from the people listed below.

NDIS Commission, AHPRA & Advocates

You don't have to talk with us. If you have a serious complaint or you don't feel safe, you can tell the NDIS Commission or AHPRA, or get help from an advocate.

NDIS Commission

Web: www.ndiscommission.gov.au
Phone: 1800 035 544 TTY:133677
Interpreters can be arranged.

AHPRA

Web: <https://www.ahpra.gov.au/>
Phone: 1300 419 495

Advocates can help

The National Disability Advocacy Program can help you work with an advocate. Email them at: disabilityadvocacy@dss.gov.au
An advocate is trained to speak for you. If you are not sure how to find an advocate, we can help. Advocates are a free service.

 <p>STRONG MINDS PSYCHOLOGY</p>	<p><i>All about</i> Incidents</p>	
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