

An **incident** is defined under the NDIS as an act, omission, event or circumstance. It may mean any of the following:

- Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability
- Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person
- Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability

How we investigate incidents

Once we know about an incident, we endeavour try to find out what impact this had on the people involved and what caused it to occur to prevent it from happening again.

If you are affected by an incident, we will speak with you soon after, during and at the end of the investigation to get your views about your experience and your concerns.

We can assist you to find an independent person to support you or you can choose someone already known to you.

We keep your information private.

We will look into what caused the incident to learn from the issue to improve our service.

We will let you know what happens and what improvements will be made at the end of the investigation.

If you are unhappy with how we have investigated the incident

If you are unhappy with how we have handled the incident, you can request that our company directors review the investigation. If following this review, you are still unhappy with how we have managed the incident, you can contact the NDIS Commission on 1800 035 544 or www.ndiscommission.gov.au