Customer Incident Management

This document is about what happens if there is an incident.

An incident is:

- When you are hurt or could have been hurt
- When you hurt someone else

Some incidents are 'reportable' or 'serious'. These might be death, serious injuries, abuse, sexual misconduct or restrictive practices.

We write down what people said and did during the incident. This includes:

- What happened
- Who saw the incident
- When you told a worker
- What managers were told

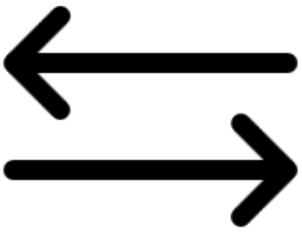
You are important to us, so we:

- Make sure you are safe
- Give you support and help
- Look after your health and how you feel

We will listen to you or your advocate. An advocate is someone who helps you speak up. We will talk about what happened and what we can do about it.

Sometimes we need to find out more about what happened. Someone who does not usually work with you will do this.

The NDIS Commission can also look into what happened.



If we make changes to put things right, we will:

- Change how we work
- Change our written rules and steps
- Train our staff

We must tell the NDIS Commission, the Department of Communities or others from the government about some incidents.

For example, if someone hurts you badly.
This is called a Reportable or Serious Incident.

What happens with a Reportable or Serious incident?

A manager will fill in an Incident Form.
We send the incident report to the NDIS Commission or the Department of Communities.

If you are not happy with how we dealt with the incident, you can contact the services below. You can also contact them if you want more help.

Ability WA - Quality Governance Team
1300 106 106 or email Quality.Governance@abilitywa.com.au

NDIS Quality and Safeguards Commission

NDIS Quality and Safeguards Commission:

Call 1800 035 544 (free from landlines)

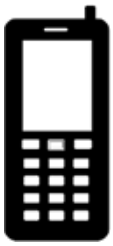
Interpreter Service:

tisnational.gov.au or 131 450

National Relay Service:

relayservice.gov.au or 1800 555 660

Contact Us



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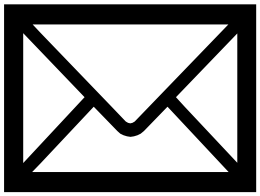
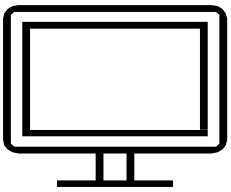
106 Bradford Street, Coolbinia



info@abilitywa.com.au



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