

## Incidents

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#### **About this Document**

This information is written in an easy to read way



We use pictures to explain some ideas



You can ask for help to read this information



A family member, friend or support person may be able to help you



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### What is an Incident?

An incident is a time where you are not safe or treated correctly



Achieve staff have steps to follow in case there is an incident



We will do their best to make sure you are safe



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If you think you have been in an incident or you do not feel safe you can tell staff



After an incident we will tell you what we did to fix it

- We will offer you help and support
- We will also ask what you think about the incident
- We will use this to help our services get better



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We may need tell the NDIS Commission if there is an incident that you are in



You can ask for help to contact an advocate



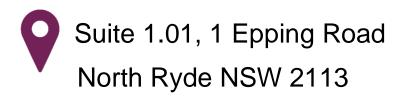
You also can tell us if you want more information about our incident procedures

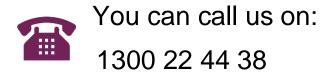


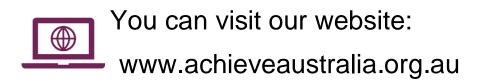
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# Achieve Australia Contact Details

#### You can speak to someone at our head office:







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