

Incidents

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



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



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



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



NDIS Quality
and Safeguards
Commission

You can ask for help to
contact an advocate



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



Achieve Australia

Contact Details

You can speak to someone at our head office:



Suite 1.01, 1 Epping Road
North Ryde NSW 2113



You can call us on:
1300 22 44 38



You can visit our website:
www.achieveaustralia.org.au