

# Risk Incidents and Complaints Management



## How we respond to incidents

### Instructions:



This infographic can be shared with participants and should be included in welcome and information packs. Time should be allocated to discuss the information and what it means for the participant. It is important to keep participants informed about your incident management practices. This shows you are serious about letting participants know you are committed to providing support in a safe manner with care and skill.

This infographic can assist you to identify what needs improvement in the way you respond to incidents and can be displayed as a prompt and reminder to staff and encourage good practice.



**What is an Incident?**  
An incident is anything that causes harm to a person or causes loss or damage to their property

**If you are involved in an incident,** we will support you with what you need, keep you safe and help you to find an advocate if you would like one

**All staff know** how to respond to an incident

**We keep your information private**

**We recognise and accept** when an incident has happened

# How we respond to incidents

**We involve you** to help us investigate the cause of the incident

**If the issue is serious,** we must report it to the NDIS Commission

**We will learn from any mistakes** or issues to stop incidents from happening again

**We will ask for your feedback** to help improve how we can help and support you when incidents happen

