



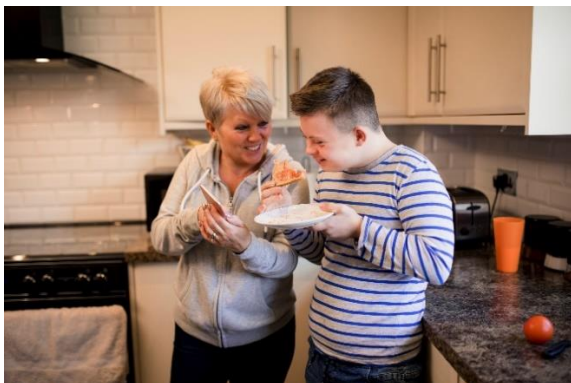
Fact Sheet for Participants: What happens when a provider reports an incident?

You have the right to feel safe and receive good quality service from your providers. There are rules for registered NDIS providers to make sure this happens.

If you feel unsafe or unhappy with the services you are receiving from a registered or unregistered provider, it's always okay to speak up.

Some service providers are registered with the NDIS Quality and Safeguards Commission. We refer to them as **registered providers**. Other businesses/organisations choose not to register with the NDIS Commission; they are **unregistered providers**.

Registered providers have additional obligations. These obligations include **reporting incidents** to the NDIS Commission.



Why do providers have to report incidents?

Providers have to record and manage incidents so that you:

- are immediately safe
- receive a quality service
- have your rights protected

Providers need to record and manage all incidents in their own systems.

Registered providers also need to tell the NDIS Commission about **reportable incidents**.

You, or your provider, might need to tell other organisations too. This might include the police or other protective services.

Providers have to report incidents so that:

- they makes sure you, and everyone else, are safe
- ensure their service delivery is improved for you, and everyone else
- they comply with their registration requirements

What information needs to be shared?

If you are hurt as a result of an incident or speak up about an incident, your provider should immediately make sure you are ok.

When an incident happens or you speak up, your provider needs to record the right information about what has happened and your experience. This makes sure that:

- you are now safe
- the provider can make changes to prevent something similar happening in the future
- the provider can tell other organisations the right information

You should keep receiving support and information from your provider about any action your provider is taking.

If you don't think your provider has followed up you can talk to them about it. You can also call us.

What the NDIS Commission will do

The NDIS Commission will investigate any reportable incident and respond quickly to ensure safety and quality of NDIS services and supports. The NDIS Commission will:

- Oversee how the provider is managing the investigation into the reportable incident
- Ensure that the provider has responded promptly and appropriately to support the person with disability

We may require a provider to take action to further improve the quality and safety of services, including:

- Providing ongoing support to you impacted by a reportable incident
- Providing training to their staff

If a report of an incident is not the responsibility of the NDIS Commission we can use our powers to refer it to someone else (such as the police or child protection).



To contact the NDIS Commission

We encourage you to ask us questions if you are unclear about any information in this factsheet.

If you're unsure about who to contact or what to do about an incident, we can give you advice or help you find the right place to go.

General Enquiries

- Phone 1800 035 544
- Text Telephone TTY 133 677
- Translating and Interpreting Service 131 450
- National Relay Service website <https://internet-relay.nrsccall.gov.au/> and ask for 1800 035 544
- Mail: PO Box 210, Penrith NSW 2750