



BRAVER TOGETHER

23 Solomon Crescent

Latham, ACT, 2615

Phone: 0493427222

Email: connect@bravertogether.com.au

Website: <https://bravertogether.com.au>

Online Form: <https://forms.office.com/r/sMS4N7LQ9A>

ABN: 82 603 060 664



BRAVER TOGETHER

REPORT INCIDENTS

YOUR SAFETY IS IMPORTANT

ABOUT YOUR SAFETY

Your safety is very important to us. We work hard to deliver safe services. But sometimes accidents happen. Sometimes people make mistakes or treat other people badly. We call these things 'incidents'. This brochure explains how we try to prevent incidents and what we do if one happens. You can help prevent incidents happening too. Act safely. Treat other people with respect. And if you don't feel safe, tell someone about it.

FEELING SAFE, BEING SAFE IF SOMETHING GOES WRONG COMPLAINING ABOUT ACCIDENTS

Providers of support services and NDIS providers must follow rules about keeping people safe. We work hard to keep everyone safe. That means you, our workers and other people in the community. We think about how accidents can happen and how to prevent them. This is called 'risk management'.

We ask you questions, and think about the supports we provide, about the places where those supports happen, about the people who work with you and other people around.

We want everyone to be safe, and to feel safe. If you feel unsafe, you can tell us. We promise to listen.

Our staff know what to do if there is problem or accident. As a provider of support services, we follow NDIS rules if an incident happens.

1. If you are receiving supports as a NDIS participant, we must tell the NDIS Commission
2. We must investigate the incident
3. We must do something so that the incident doesn't happen again
4. We must talk about all this with the person who was hurt.

We must follow these rules if someone gets hurt, if someone says they have been hurt, or if staff treat NDIS participants badly.

If you don't feel safe to talk with our staff, then tell someone else. You can talk with your family and friends, or an advocate. If you are receiving support as a NDIS participant, you should complain to the NDIS Commission — they make the rules and help participants when people break the rules.

Everyone has the right to be treated fairly.

If you are involved in an incident, you have the right to know what went wrong and what is being done to make it right.

If you don't get these answers, you have the right to complain.

We will always keep you informed. We want to treat you with respect.

If you are unhappy with our complaints process, you have the right to get help.

The NDIS Commission can help. An advocate can help too, by speaking for you.

ADVOCATES CAN HELP YOU COMPLAIN

On a NDIS Plan?

The National Disability Advocacy Program can help you work with an advocate.

Email them at:


disabilityadvocacy@dss.gov.au

Not on a NDIS Plan?

You can write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Or search "disability advocate" online.



IT'S OK TO COMPLAIN
That is how we can learn
and improve

ON A NDIS PLAN?

You can contact the NDIS Commission:

Website:

www.ndiscommission.gov.au

Phone: 1800 035 544

Interpreters can be arranged

TELL US WHAT YOU THINK

Use our online form:
<https://forms.office.com/r/sMS4N7LQ9A>