

## What happens when Access4u reports an incident?

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

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

As a registered NDIS provider, we have an obligation to report incidents to the NDIS Commission.



### Why does Access4u have to report incidents?

We 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.

We might need to tell other organisations too. This might include the police or other protective services.

Providers have to report incidents so that:

- we makes sure you, and everyone else, are safe
- ensure our service delivery is improved for you, and everyone else
- we 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, Access4u should immediately make sure you are ok.

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

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

You should keep receiving support and information from your us about any action we are taking.

If you don't think we have followed up you can talk to us about it. You can also call the NDIS.



## What happens when Access4u reports an incident?

### What the NDIS 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.

The NDIS may require Access4u to take action to further improve the quality and safety of services, including:

- providing ongoing support to you
- providing training to staff.

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

### Contact Information

We encourage you to ask questions if you are unclear about any information in this factsheet. Please call Access4u or the NDIS at any time.



**Access4u: 1800 022 237**  
**NDIS: 1800 035 544**