INCIDENT MANAGEMENT

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It is important we provide a quality service and know how to respond to any incident that may occur.

What is an incident?

It is an event or circumstance that happens while providing services which either does, or could cause harm to you.

Innovates responsibilities

When an incident occurs our first priority is to ensure the immediate safety and wellbeing of you and any other people involved in the incident.



All incidents will be investigated and documented.

If you are involved in an incident, you will be kept informed.

We will ask you to give input into the investigation and feedback on the follow up actions.

NDIS Quality and Safeguards Commission

Some incidents and allegations are considered serious and must be reported to the NDIS Commission. For example, if the incident leads to a serious injury.

All records and notes relating to incidents will be kept confidential and secure.



Innovate has an Incident Register which is reviewed regularly to keep improving our services.

Innovate Consultancy Services

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