


Incidents

Autism Queensland is committed to providing high quality services to our clients, but sometimes incidents happen while those services are being provided. When they do, we want to ensure incidents are reported, managed effectively, and resolved. Sometimes incidents can't be prevented but looking into how or why they occurred can help improve outcomes for our clients and services.



What is an incident?

An incident can be an act, event, circumstance or failure to do something that has caused harm, or could have caused harm to any person, including a person with a disability.

Your rights:

We are committed to your right to:



- safety;
- dignity and respect;
- transparency;
- privacy and confidentiality;
- support during an incident and/or investigation of an incident;
- procedural fairness; and
- support to report your NDIS services complaint to the NDIS Commission.



What to expect when there is an incident

Depending on the type of incident, Autism Queensland staff who are involved or managing the incident will inform you (clients or their representatives, guardians, family members, or advocates) about the incident.

Minor Incidents

When there is a minor incident, Autism Queensland staff will:

- tell you (or your representative) in person, or via phone call or in writing about the incident, as well as what immediate actions were taken to ensure the health, safety and wellbeing of the person affected; and
- discuss any further issues that require input or actions.

Serious Incidents

When there is a serious incident, Autism Queensland staff will:

- tell you (or your representative) about the incident in writing;
- tell you or your emergency contact what immediate actions were taken to support the person affected to ensure their health, safety and wellbeing – such as calling emergency services;
- report the incident to external authorities as required by law;
- identify the need for or assist with obtaining additional support for you (or the person you are representing) – such as an advocate or translation services;
- consult or involve you or your representative in the review, assessment or investigation of the incident;
- provide an outcome of investigations, reports or assessments including any corrective actions taken.

NDIS-funded Services Incidents

Autism Queensland reports serious incidents to the NDIS Commission. The NDIS Commission may investigate incidents further and Autism Queensland will cooperate to ensure they are investigated and resolved, with good outcomes for our clients. Autism Queensland will support you in this process and may seek your involvement to help us understand the cause of the incident. Autism Queensland and the NDIS Commission want to put in place measures to reduce or avoid incidents and ensure quality services for people with disability.



Complaints

You have a right to complain to Autism Queensland regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

We will aim to promptly resolve your complaint, usually within 30 days.

For further details please see the Complaints Information sheet on [our website](#).



You can call us on **(07) 3273 0000**



We are available **Monday to Friday** between **8.30am and 4.30pm**.



Email feedback@autismqld.com.au



To **lodge** your feedback, visit

<https://autismqld.com.au/page/feedback>

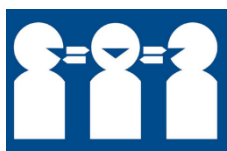
For further **feedback assistance** email feedback@autismqld.com.au

NDIS-funded services

- The NDIS Commission encourages you to raise any concerns or complaints about NDIS services or supports with Autism Queensland.
- If you don't like the way AQ handled your incident, or you have a complaint about the outcome, you can contact the NDIS Commission via their website: www.ndiscommission.gov.au/about/complaints or phone: 1800 035 544.
- If you need translating or interpreting services, you can contact:



NDIS Quality
and Safeguards
Commission



- Translating and Interpreting Service
131 450 or TTY 133 677.
- National Relay Service and ask for 1800 035 544.