

Every patient has the right to be treated with care, consideration and dignity.

At Allowah we respect this right, and we're committed to improving the safety and quality supports we deliver. That's why we want to talk to you when things don't go as planned. This brochure aims to inform you about this process.



## Contact details

8 Perry St, Dundas Valley NSW 2117

Phone: 02 8877 3400

Email: [admin@allowah.org.au](mailto:admin@allowah.org.au)

Website: [www.allowah.org.au](http://www.allowah.org.au)



# Incidents

What happens when something goes wrong

Allowah





## We want to talk to you when things go wrong

Occasionally something doesn't go to plan and a client can be harmed unintentionally. At Allowah, part of the way we manage these situations is by being open with you about what happened. If you or your child has been harmed during the provision of an NDIS support service, our Director of Disability Support Services, nurses or other NDIS workers will talk with you about it. We encourage our staff, as well as clients and their families or carers, to identify and report when things go wrong or when clients are harmed so that care can be improved.

## Everyone has the right to be treated with care, consideration and dignity

At Allowah we respect this right, and we're committed to improving the safety and quality of the supports we deliver. That's why we have a policy for when things don't go as planned.

## What happens when there is an incident?

Most things that don't go to plan in NDIS support provision are minor or are found out before they affect a client. For things which don't result in harm, we will talk with you about what went wrong in the same way we talk with you about other aspects of support provision. We will try to talk with you as soon as we are aware of the incident. If you or your child is seriously harmed, you will be informed as soon as possible and we will ask to meet with you.

In all instances we will:

1. inform you, and help you to understand what went wrong
2. let you know what is being done to investigate what went wrong
3. explain the consequences of the incident
4. assist you with any support you might need
5. let you know the steps Allowah will be taking to make things safer in the future.

If you think a serious incident has occurred which has not been acknowledged, you should inform our CEO, Mrs Elizabeth McClean on 0427 421 467 or at [emcclean@pcnsw.org.au](mailto:emcclean@pcnsw.org.au)

## What if I want to take it further?

If you are not satisfied by our response you can contact the NDIS Quality & Safeguarding Commission. A complaint can be made to the NDIS Commission by:

Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged. National Relay Service and ask for 1800 035 544. Completing a complaint contact form at [www.ndiscommission.gov.au/about/complaints-feedback/complaints](http://www.ndiscommission.gov.au/about/complaints-feedback/complaints)

The NDIS Commission can take complaints about:

- services or supports that were not provided in a safe and respectful way
- services and supports that were not delivered to an appropriate standard

## Reportable incidents

Allowah has an obligation to report the following incidents to the NDIS Quality & Safeguarding Commission:

- the death of a person with disability
- any injury to a client
- alleged abuse and/or neglect of a client by a worker, another participant, a family member, another service provider, visitors, members of the community, etc
- unlawful sexual or physical contact or assault
- sexual misconduct
- unauthorised use of a restrictive practice

If you want more information about any of these things, please ask us.

## Notifiable Data Breaches (NDB) Scheme

As an organisation with security obligations under the Australian Privacy Act 1988, Allowah must also comply with the obligations of the NDB Scheme.

The NDB Scheme introduced an obligation to notify individuals whose personal information is involved in a data breach that is likely to result in serious harm. The notification must include recommendations about the steps individuals should take in response to the breach. The Australian Information Commissioner must also be notified of eligible data breaches.

When Allowah is aware of reasonable grounds to believe an eligible data breach has occurred, we will promptly notify individuals at likely risk of serious harm. The Commissioner will also be notified as soon as practicable.

For more information please see our Privacy Policy.

You can talk to the Director of Disability Support Services at any time by calling 02 88773400