



Incidents and Safety

We want you to feel safe.



What is an incident?

An incident is something that causes harm, makes someone unsafe, creates risk or affects wellbeing.

What this means for you

We want to know if something goes wrong.



What should I do?

Tell a worker, family member, trusted person, advocate or Emily's Hope as soon as possible.

What this means for you

We can help more quickly when we know.



What we will do

We will listen, support safety, record what happened, review the incident and respond.

What this means for you

We want to understand and improve.



Your wellbeing

We will listen, support you, involve a trusted person if you want, and keep you informed.

What this means for you

You can share your views.



Learning and improving

We may improve services, update procedures, train staff and reduce risks.

What this means for you

We learn from incidents.



Serious incidents

Some serious incidents must be reported to the NDIS Commission.

What this means for you

Serious incidents are treated urgently.



Contact us

Contact Emily's Hope if you are worried about safety or want to report an incident.

What this means for you

(07) 3155 6559 | (07) 4426 8700