

Incidents Policy

One Step Care is vigilant in exercising a duty of care and effectively handling incidents in a participant-centered manner when they occur.

One Step Care has developed procedures for identifying, assessing, recording, managing, resolving and reporting incidents in line with the NDIS (Incident Management and Reportable Incidents) Rules 2018. All incidents are assessed to ensure we take preventative actions and drive continuous improvement.

One Step Care staff are trained on effective incident handling processes and commit to abiding by the NDIS Code of Conduct.

We will support people through the incident handling process, linking to external agencies such as Disability Advocacy services and the NDIS Quality & Safeguards Commission where required.

One Step Care is committed to providing people with accessible mechanisms to raise concerns and report incidents including providing people with information on the NDIS Quality and Safeguards Commission complaints handling mechanism.

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

