

What is an Incident?



An incident is something that happens that could hurt someone or cause trouble.

It may be someone that happened to you, or something that you know about.



Crosslinks trains all staff on how to keep people safe when incidents happen.



Crosslinks has rules about how staff must tell the right people when an incident happens.

This might be someone who can help like a Manager, or someone you can trust like family or a guardian.



If an incident happens Crosslinks investigate to find out what happened.

We will talk with you and help make you safe.

We may ask you to tell us more about what happened and how to help you.

If you need extra support or for things to change, Crosslinks staff can help you.



**NDIS Quality
and Safeguards
Commission**

Crosslinks will keep information about the incident private, except for:

- Needing to tell people who can help, like if you have a Guardian
- Needing to tell the NDIS Commission about the incident. This is about helping to keep you safe. It does not mean you are in trouble.



Crosslinks has rules to make sure that we learn from incidents.

We make changes to make sure the same incident will not happen again.



What to do



Sometimes incidents happen.

An incident might make you feel worried for yourself or other people.

If you are feeling worried, it is good to talk to someone about the incident.

You will not be in trouble.



If you want to talk to someone about an incident you can:

Talk to someone you trust

Talk to someone at Crosslinks. You can also bring someone you trust when you talk with Crosslinks.

You can ask for help to get an Advocate, who is someone who can help you tell people what you need.

You can speak to your Support Coordinator or Area Manager.





If you are not happy with how Crosslinks has managed an incident you can also speak to the NDIS Quality & Safeguards Commission.



**NDIS Quality
and Safeguards
Commission**

Phone [1800 035 544](tel:1800035544)

TTY 113 667

National Relay Service: 1800 035 544

Email: contactcentre@ndiscommission.gov.au