

Incident Management

How we investigate & fix incidents



This form is designed with **simple English** & **pictures** for easy understanding

What is an incident?



An abnormal event,
often **not a good** one



It may be an **injury** to
our client



It may be a **fight**
between our staff &
client



It may be a staff **not**
following **rules**

How the incidents are reported?



by **TAUScare**™ staff on
duty



by clients through
complaint form or
email or phone to
TAUScare™



TAUScare™ manager
records the incidents
in a register

What is an investigation?



Collecting **more details** about the incident to understand more



TAUScare appoints an Investigator



Investigator will conduct investigation and prepare a **report**

Who can be an Investigator?



Person who is **trained** or having experience in investigation methods



A person **involved** in the incident **can not** become an Investigator



An investigator should be a person who will **not take sides** in investigation

How investigations conducted?



Conduct **interviews** with people involved in the incident



Visit the location to check **evidences**



Prepare a **report** with reasons & corrective actions about the incident



Report will be **submitted** to **TAUS care** manager

How we resolve incidents?



TAUScare™ manager will inform the client about what actions will be taken to resolve the incident



Examples of resolutions

- correction of the incident
- more training to staff
- providing apology
- ways to avoid future incidents



TAUScare™ manager will explain the clients how to get more details on the incident later

Timelines



We will acknowledge the incidents in **2 days**



We will provide feedback on the incident within **7 days**



We will complete investigation & resolve incidents within **28 working days**

If you are not happy with us

Not happy with **TAUS care**™ &
wish to complain to someone else

You can complain to



NDIS Quality
and Safeguards
Commission



For online complaint - visit

<https://www.ndiscommission.gov.au/participants/participants-make-complaint>



Or call and talk

[1800 035 544](tel:1800035544)

If you have problem in hearing or speech ?



Call Voice Relay number [1300 555 727](tel:1300555727)
(Or)

SMS to Relay number [0423 677 767](tel:0423677767)
(Or)

Use Tele Typewriter [TTY 133 677](tel:133677)

Then ask to connect [1800 035 544](tel:1800035544)
You can also ask for Interpreters