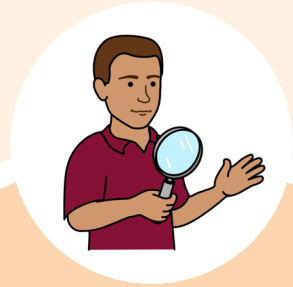


How we investigate incidents

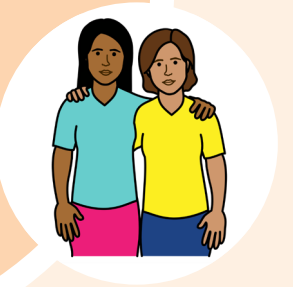
1 Once we hear about an incident, we always try to find out what happened and the impact it had on people involved.



2 If you are affected by an incident, we will speak with you after the incident to get your views on what happened and listen to any concerns.



3 We will find an independent person to support you. You can choose someone who was not involved in the incident, or we can find someone for you.



4 We keep your information about you private, unless we have to tell others like the NDIS Quality and Safeguards Commission.



5 We will establish what caused the incident and how to prevent it from happening again.



6 We will let you and your support people know the result we may not be able to share all information to protect other people's privacy.

