

Incident Management



What is an Incident?

An incident is when something goes wrong. It usually means that something bad happened to you or someone else. There are many types of incidents:



Someone hurting you



Hurting someone else



Damaging something



Reporting Incidents can help to keep you and others safe

What can you do?

If you experienced an incident or believe someone else did, please tell us. This is called Reporting.

You can report an incident any time and we can always help you do this:



Your family, friends or Guardian's can also help you report an incident.



You can tell us, let your worker know something happened.



You can telephone, send an email or letter
We will listen and talk to you or your advocate about what happened and how to fix it

We record what is said and done during the incident including:

- Description of what happened
- Who saw the incident?
- When you told the worker
- Management is told what happened.

New Horizons has a system to record Incidents

We will:



Keep good records of incidents



Tell the funding provider if a critical or serious incident occurs



Report every time we are told about an incident



We will also make sure you are ok



We will tell you the truth



Management will check we are doing the right thing

What to do if you have a problem?

If you don't like the way we handled an incident, you can tell us:



We have a policy for making a complaint, it explains how you can tell us if you have a problem.

Contact us



1300 726 372



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