

Incident Management

Community Therapy is committed to providing a safe workplace for all staff, consumers and other stakeholders and having a formal process to report and investigate all workplace accidents, incidents and near miss occurrences. This includes identifying contributing factors and making the necessary recommendations to prevent a recurrence.

Community Therapy will respond to any incident within 24 hours.

Community Therapy maintains an incident management system to ensure your safety and the safety of our team. Any incidents are logged on our incident form by our team members and followed up by our leadership team. If you wish to notify us of an incident, you can liaise with our clinician or you can contact us on:

- 1300 031 935
- admin@communitytherapy.com.au.

As always if you are not satisfied with our services or you believe that we have not followed up on an incident adequately you can:

- complete a complaint form on our website via www.communitytherapy.com.au/contact
- contact the NDIS Commission:
 - online at www.ndiscommission.gov.au; and
 - by phone on: 1800 035 544