

Client Incident Form

210320_BCN_REP8_Client_Incident_Form_V02

March 20, 2021

Instructions for Use: Complete this form and save it to your computer and send the completed form to bettercarendis@bettercaremarket.com or POBox 422, St Leonards, 1590 NSW.

Name:	Address:
Phone:	Email:
<i>Leave blank to report an incident anonymously.</i>	<i>Leave blank to report an incident anonymously.</i>
When did the incident occur?	Date: _____ Time _____ Auto creates Incident ID: min/hrs/day/mth/yr
Does the incident involve yourself?	Yes <input type="checkbox"/> No <input type="checkbox"/> If No, who does it concern?
Name:	NDIS Participant Number:
Address:	Email:
	Phone:
Would you like to be contacted regarding your concern? <i>(with your email address we will keep you informed!)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If so, what is the best way to contact you?	Email <input type="checkbox"/> Phone <input type="checkbox"/>

It is important to address the issues involved with any incident. Incidents should be reported at the time of service or very soon after. Incidents must be reported within 30 calendar days of the service being provided, or within 30 calendar days of receiving notice of the incident procedure. This ensures that the individuals involved in the incident are available to address your concerns.

Describe the incident?
When did this happen? Date: _____ Time: _____
Who in this organisation was involved in the incident?
Did you mention the incident to any other staff member of this organisation?
Please provide further details about the incident:
Summarise what steps you have taken since the incident occurred:
Summarise the response you have received thus far.
Please note: most concerns are dealt with as soon as possible, but some require examinations that could take up more time, if so, we will timely inform you. We strive to address all incidents within 30 days. If this timeline cannot be met, we will inform you why the timeline is being adjusted.

Privacy Note: The personal information collected on this form will be used only for the purposes of responding to your feedback and will be kept confidential.