



Participant Concern Form

Report a concern or something that went wrong

IN AN EMERGENCY, CALL 000

If someone is in danger right now, badly hurt or needs urgent medical help, **call 000 (Police, Fire, Ambulance) straight away**. Don't wait to fill in this form.
If it is not an emergency but you are worried about someone's safety, please call us now on 1300 429 593 or tell any of our team.

Use this form to tell us about a concern or something that went wrong, for example, if you were hurt, felt unsafe, were treated badly, something was lost or damaged, or a support didn't go as planned. You can also just tell any of our team or call us. You can stay anonymous, and raising a concern will never affect your services.

Section A: What happened?

Tell us what happened, in your own words:

Section B: When and where?

Date it happened:	
Time (if you know):	
Where did it happen?	

Section C: Who was involved? (optional)

People involved (if you know):	
Did anyone else see what happened?	



Section D: Are you safe now?

Is anyone still at risk of harm?	☐ Yes ☐ No ☐ Not sure
Do you feel safe now?	☐ Yes ☐ No ☐ Not sure

If someone is still at risk, or you don't feel safe, please call us straight away on 1300 429 593, or call 000 in an emergency.

Section E: Have you told anyone?

Have you told anyone else about this?	☐ Yes ☐ No
If yes, who? (e.g. a staff member, family, police)	

Section F: What would you like to happen?

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Section G: Your details (optional)

You can leave this section blank if you want to stay anonymous. We will look into anonymous concerns as far as we can.

Your name:	
Phone:	
Email:	
Best way to contact you:	
Are you the participant?	☐ Yes ☐ No: I'm filling this in for someone else
If not, participant's name and your relationship:	



Section H: Support person

Would you like a support person or advocate to help you?	☐ Yes ☐ No ☐ I already have one
Support person's name and contact (optional):	

To find an advocate, visit the Disability Advocacy Finder: askizzy.org.au/disability-advocacy-finder

Section I: What happens next

First, we make sure everyone is safe. If you gave us your details, we will contact you to talk about what happened and what you would like to happen. We will look into it, keep you informed and tell you what we have done. Some serious incidents must be reported to the NDIS Quality and Safeguards Commission, if this applies, we will let you know. If your concern is a complaint, we will acknowledge it in writing within 2 business days.

Section J: Other people you can contact

NDIS Quality and Safeguards Commission: 1800 035 544 (free call from landlines) | TTY 133 677 | contactcentre@ndiscommission.gov.au | www.ndiscommission.gov.au. National Relay Service users: ask for 1800 035 544.
Victorian Disability Worker Commission (concerns about a disability worker): 1800 497 132 | www.vdwc.vic.gov.au
You can contact these organisations at any time, you don't have to talk to us first.

How to return this form

Post:	PO Box 75R, Redan VIC 3350
Email:	hello@thrivepathways.com.au
In person:	Hand it to any of our team
Phone:	Call 1300 429 593, we can fill it in with you over the phone

Need help?

NEED HELP? Phone 1300 429 593 | Email hello@thrivepathways.com.au | Post PO Box 75R, Redan VIC 3350 | Website www.thrivepathways.com.au
Interpreter: call TIS National on 131 450 and ask them to call us on 1300 429 593. If you are deaf or have a hearing or speech impairment, you can contact us through the National Relay Service (NRS).
You can ask for this information in another format, or ask a family member, friend or advocate to help you.

Privacy: We use your information only to respond to you, in line with our Privacy Policy.