

FACT SHEET: How to make a claim and report incidents

Member obligations:

In the event that you experience any of the following please **contact NPAQ as soon as possible on 1300 Code Ph**. These matters can be complicated and we will need to walk you through what you need to do. If you advise by email we will still need to speak to you.

Please report the following situations:

- an unexpected death of a patient or resident
- an adverse outcome of a patient or resident in your care
- a complaint against you alleging negligence with the care you provided to a patient or resident
- an allegation that you have defamed a patient or resident in the course of carrying out your professional services
- an allegation that you have not treated a patient or resident in a culturally safe manner
- a request by your Employer, Office of the Health Ombudsman (OHO), Australian Health Practitioner Regulatory Agency (AHPRA), or the Nursing and Midwifery Board of Australia (NMBA) to respond to a complaint regarding your performance or conduct with respect to a patient or a resident in your care
- a request by the Police, your Employer or the Coroner to provide a statement in respect of a patient or resident in your care. Your failure to notify NPAQ of an incident may lead to a claim being denied by the insurer. Furthermore you must not as a member make any admission, offer, promise or indemnity without first seeking the consent of the Insurer.