



POLICIES **HANDBOOK**

REAL SUPPORT, REAL CONNECTIONS, REAL CHANGE

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Welcome to Community Support Squad.

At Community Support Squad, we believe in real support, real connections and real change. We're here to walk alongside you on your journey, providing the support you need to achieve your goals and live the life you choose.

This handbook is designed to help you:

- Understand your rights and responsibilities
- Learn how we work together to provide your supports
- Know how we keep you safe and protect your privacy
- Understand how to provide feedback or make a complain

We are committed to providing **high quality, respectful and person-centred support** in a **safe and inclusive environment**.

Thank you for trusting us. We are proud to support you on your journey and look forward to working together to help you achieve your goals.



Participants Rights & Responsibilities

Our Commitment

Community Support Squad is dedicated to upholding the rights of all participants, including the right to dignity, privacy and choice. Every participant is entitled to receive high quality, respectful and person-centred support. This policy outlines what participants can expect from our service and what is expected in return, ensuring a safe, respectful and empowering environment.

What Participants Can Expect

Participants can expect to:

- Be treated with dignity, respect and courtesy at all times.
- Have privacy and confidentiality respected in all interactions and communications.
- Make choices and decisions about supports, services and daily life.
- Access information in a clear and understandable way.
- Participate in the planning, delivery and review of supports and services.
- Have cultural, religious and personal values respected.
- Provide feedback or make complaints without fear of negative consequences.
- Have an advocate or support person present during discussions or meetings.
- Be free from abuse, neglect, exploitation and discrimination.

What Is Expected from Participants

Participants are expected to:

- Treat staff, other participants and visitors with respect and courtesy.
- Provide accurate and relevant information to assist in the delivery of supports.
- Communicate openly about needs, preferences and any changes in circumstances.
- Respect the privacy and confidentiality of others.
- Follow agreed plans and notify the service provider of any changes or cancellations promptly.
- Use supports and services safely and responsibly.
- Provide feedback to help improve services.
- Abide by the terms and conditions of service agreements.

Privacy & Confidentiality

Our Commitment

Community Support Squad is dedicated to protecting the **privacy and confidentiality** of all participants. Personal and sensitive information is managed in accordance with the **Privacy Act 1988 and NDIS guidelines**.

Collection of Information

- Personal information is collected **only when necessary** to provide quality supports and services.
- Information may include **contact details, health information and details relevant to the delivery of supports**.

Use of Information

- Information is used **solely for the purpose of delivering and improving services**, meeting legal obligations and ensuring participant **safety and wellbeing**.
- Information **is not used for any other purpose without consent**.

Storage and Security

- All personal information is stored **securely**, whether in electronic or paper form.
- Access is restricted to **authorised staff members** who require it to perform their duties.

Disclosure

- Personal information will **not be shared with third parties** without the participant's consent, except where required by law or to prevent serious harm.
- Participants have the right to access and request correction of their personal information at any time.

Confidentiality

- All staff are **trained** in privacy and confidentiality requirements.
- Discussions about participants are conducted **privately** and only with those directly involved in providing supports.

Feedback and Complaints

Our Commitment

Community Support Squad values the **voice of every participant**, whether it is a compliment, concern or complaint. Feedback is essential for **continuous improvement** and ensuring high quality services.

Providing Feedback

- Feedback, including compliments, concerns, or complaints is **welcomed and encouraged**.
- Feedback can be provided **in person, by phone, email or via our website's feedback form**.
- All feedback is treated **confidentially and respectfully**.

How Complaints Are Handled

- All complaints are **taken seriously** and acknowledged promptly.
- Complaints are **investigated fairly and impartially**, with outcomes communicated as soon as possible.
- Participants will **not face negative consequences** for making a complaint.
- Participants may have a **support person or advocate** assist them during the feedback or complaints process.

External Complaints

- If a participant is not satisfied with the outcome, they may contact the **NDIS Quality and Safeguards Commission** for further assistance.
- Contact details for feedback and complaints are available on **our website's Contact Us page**.

Incident Management

Our Commitment

Community Support Squad is committed to maintaining a **safe environment** for all participants. This policy explains how we manage incidents to **prevent harm, resolve issues, and continuously improve** our services.

What Is an Incident?

An incident is any event that:

- Causes or could cause **harm, injury, or distress to a participant.**
- Affects the **quality or delivery of services.**
- Involves **conflict, mistakes or errors that need attention.**

Our Approach

- All incidents are **recorded and investigated promptly.**
- Immediate action is taken to **ensure participant safety.**
- Participants and their families are **kept informed** as appropriate.
- Lessons learned are **used to prevent future incidents.**

Code of Conduct

Community Support Squad staff and contractors adhere to the **NDIS Code of Conduct** at all times.

Key Principles:

- Treat participants with **respect, dignity and fairness**.
- Maintain **professional boundaries** and ethical behaviour.
- Ensure **safe and quality support** at all times.
- Comply with **NDIS standards, legislation and organisational policies**.

Regular training ensures all staff understand and apply the Code of Conduct consistently.

Reportable Incidents

Certain serious incidents must be reported to the **NDIS Quality and Safeguards Commission**.

Reportable Incidents Include:

- Death of a participant.
- Serious injury or harm.
- Abuse, neglect or exploitation.
- Unlawful sexual or physical contact.

Our Process:

- Reportable incidents are **documented and reported** to the NDIS Commission within required timeframes.
- Thorough investigations are conducted **to ensure accountability** and participant safety.
- Corrective actions are implemented to **prevent recurrence**.

Our priority is **transparency, accountability and participant protection** in all situations.

Safeguarding & Risk Management

Our Commitment

Community Support Squad takes a proactive approach to safeguarding participants and managing risks.

Our Approach

- **Identify potential risks** in service delivery.
- **Implement strategies** to reduce or eliminate risks.
- Train staff in **safe practices and emergency procedures**.
- **Monitor and review** risk management strategies regularly.

We aim to create a **safe, supportive and inclusive environment** where participants feel secure while receiving services.

Service Agreement Terms

Our Commitment

The Service Agreement outlines the **terms and conditions** of your support relationship with Community Support Squad.

Key Information

- **Supports Provided:** A clear description of the supports and services you will receive.
- **Responsibilities:** Both participant and provider responsibilities.
- **Fees & Cancellations:** Policies regarding payments, cancellations and changes.
- **Participant Rights:** Your rights under the NDIS, including access to advocacy and complaints.
- **Review Process:** How and when service agreements are reviewed to ensure they remain relevant.

This agreement ensures **clarity, transparency and mutual understanding** from the start of our services.

Continuous Improvement

Community Support Squad is committed to continuously improving the quality and effectiveness of our services.

Our Approach

- Feedback is **collected from participants, families and staff**.
- Services are **regularly evaluated** to ensure effectiveness.
- Changes and innovations are implemented to **enhance participant outcomes**.
- Compliance with **NDIS standards and best practice** is monitored.

Your feedback is essential in helping us **grow and provide the best possible support** every day.

Thank you

Thank you for taking the time to read through your Policies Handbook.

At **Community Support Squad**, we are committed to providing real support, real connections and real change.

We're proud to walk alongside you in your journey, ensuring that you feel respected, supported and empowered every step of the way.

If you ever have questions, feedback or need further information, please reach out to us anytime.

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We look forward to supporting you.

Together, we can achieve great outcomes.

