ABN: 76689142907
Business Name: CARE GARDEN THERAPY PTY LTD

Core Module Policy and Procedure Manual

01-2026

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About the Business

CARE GARDEN THERAPY PTY LTD is a disability support services provider based in WA.

Our organisation was established with the sole aim of offering participant-focused support.

At CARE GARDEN THERAPY PTY LTD we provide a range of disability services and aim to make a difference in the lives of those living with a disability. The goal is to enhance the ease, fairness, and engagement in each participant's life.

Value Statement

CARE GARDEN THERAPY PTY LTD values are centred around our staff, participants, and their families or guardians.

- **Dignity and Respect** - We uphold the rights, voice and lived experience of every individual, ensuring that support is delivered with integrity, cultural sensitivity and genuine respect.
- **Safety and Accountability** - We prioritise participant safety through structured, ethical and evidence informed practice, with a strong commitment to reducing restrictive practices and maintaining transparent governance.
- **Growth and Collaboration** - We believe meaningful change happens through partnership. We work alongside participants, families and professionals to build skills, strengthen environments and create sustainable outcomes.

Mission Statement

Care Garden Therapy is committed to delivering high quality, ethical and person-centred Positive Behaviour Support services across Western Australia.

Our mission is to work collaboratively with individuals with disability, their families, and multidisciplinary teams to understand the function of behaviour, strengthen skills, and create supportive environments that promote safety, dignity and meaningful participation.

Through trauma informed practice, structured intervention and evidence informed assessment, we aim to reduce behaviours of concern and eliminate restrictive practices wherever possible.
We are dedicated to building capacity, promoting choice and control, and supporting sustainable outcomes that enhance quality of life across the lifespan.

About this Manual

This Manual sets out the policies and procedures that govern CARE GARDEN THERAPY PTY LTD's National Disability Insurance Scheme business allowing CARE GARDEN THERAPY PTY LTD to be able to provide support to NDIS participants in a safe, legal, efficient, and systematic way. The policies and procedures within the Manual will be reviewed periodically.

All policies and procedures within this Manual are developed to align with the applicable Commonwealth and State Government legislation, including the *National Disability Insurance Scheme Act 2013*, the *NDIS Practice Standards* (as per the *NDIS (Provider Registration and Practice Standards) Rules 2018)*, and associated *NDIS Quality Indicators Guidelines 2018*. This Manual serves as a compliance guide and does not override any statutory or regulatory requirements imposed by law or relevant authorities.

CARE GARDEN THERAPY PTY LTD Management is expected to adhere to the policies and procedures outlined in this Manual to ensure compliance with relevant standards and legislation. Noncompliance may result in formal reviews or actions by relevant authorities, including potential legal avenues available to participants and oversight by other government entities or service providers

Please note: For ease of reference, this Manual refers to the responsibilities of the Owner/CEO/Directors, Management, and workers. The Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD can act as workers and Management if they do not have available workers, but only if the Owner/CEO/Director has the skillset, qualifications, and capacity to do so.

Document Outline

- **Section 1**. Rights and Responsibilities
  This section identifies areas relating to participant rights and responsibilities.
- **Section 2**. Governance and Operational Management
  This section covers all areas of governance and management throughout CARE GARDEN THERAPY PTY LTD's operations.
- **Section 3**. Human Resource and Supports Continuity Management
  This section covers any policies and procedures related to Human Resource Management.
- **Section 4**. Provision of Supports
  This section covers service-related policies and procedures.
- **Section 5**. Occupational Health and Safety
  This section covers any policies and procedures in place to ensure workplace health and safety for participants and employees.
- **Section 6**: Provision of Supports Environment

This section includes all policies and procedures related to the environment in which supports are provided to participants.

Section One – Rights and Responsibilities

CM. 1.1 Participant Rights and Responsibilities Policy and Procedure

Purpose

This Policy and Procedure ensures CARE GARDEN THERAPY PTY LTD is able to provide quality care to all participants while adhering to and respecting their rights and dignity. It is imperative for CARE GARDEN THERAPY PTY LTD's workers to effectively uphold the respect and values of each individual participant while being cared for by CARE GARDEN THERAPY PTY LTD.

Furthermore, CARE GARDEN THERAPY PTY LTD and its workers understand the importance of ensuring all individuals with disabilities are treated with the same respect and dignity as those without disabilities, including that their rights and responsibilities are enforced equally across all persons.

Scope

This Policy and Procedure outlines the fundamental rights of participants receiving services under CARE GARDEN THERAPY PTY LTD, meeting all applicable laws, regulations, and standards. It applies to all participants, ensuring they are treated with dignity, fairness, and respect while promoting their independence and decision-making.

The responsibilities of participants in their interactions with CARE GARDEN THERAPY PTY LTD workers are defined, including providing accurate information, adhering to agreed terms, and respecting workers. Its aim is to foster mutual understanding, collaboration, and accountability between participants and CARE GARDEN THERAPY PTY LTD, ensuring high-quality and person-centred care.

In addition, this Policy specifies the responsibilities of workers and the duties of CARE GARDEN THERAPY PTY LTD. All interests of workers and participants must be protected. It sets out the duties of participants and the duties of CARE GARDEN THERAPY PTY LTD, ensuring that the rights of all participants and workers are upheld.

This document outlines the specific measures and strategies CARE GARDEN THERAPY PTY LTD will implement within their framework and practices to ensure all rights are respected and adhered to. This Policy and Procedure should be read in conjunction with CARE GARDEN THERAPY PTY LTD's *Human Resources Policy and Procedure* as it extends to all individuals contracted by CARE GARDEN THERAPY PTY LTD.

Definitions

Continuous Improvement Plan – A systematic approach to enhancing services and processes over time, focusing on ongoing improvements in quality and efficiency.

Culturally Appropriate Practices – Approaches and methods that are respectful and considerate of the cultural backgrounds and values of individuals, ensuring that care is delivered in a way that is sensitive to their cultural identity.

Devotion/Devoted – The quality of being very loyal and steadfast in giving love or attention. It refers to dedicating oneself to a particular pursuit, occupation, purpose, or cause.

NDIS Act – Refers to the National Disability Insurance Scheme Act, which is legislation in Australia that provides support to people with disabilities, ensuring their rights are upheld and that they receive necessary services.

Right – A right is something that a person possesses which is generally accepted as not being able to be taken away. It is a rule about what a person is allowed to do or have, often protected by law. This is distinct from a privilege, which is something that must be earned.

Quality Care – Care that meets established standards and is delivered in a manner that respects the dignity and rights of participants. It involves providing services that are effective, safe, and tailored to the individual needs of participants.

Responsibilities

Owner/CEO/Director

- Ensure all workers of CARE GARDEN THERAPY PTY LTD adhere to and apply this Policy and Procedure.
- Ensure workers are providing quality care to the standards set out in the NDIS Act.
- Ensure to conduct internal and external reviews and audits which are in conjunction with CARE GARDEN THERAPY PTY LTD‘s Internal Review and External Audit System.
- Uphold, enforce, and maintain the rights and responsibilities of all participants, workers, stakeholders, and other relevant personnel.

Management

- Ensure reviews are conducted annually.
- Ensure policies and procedures are kept up to date with relevant legislation, standards, and practices.

- Effectively manage any breaches or violations of this Policy and Procedure.
- Ensure participants whose rights have been affected are supported, and the necessary measures are taken to reinforce those rights.
- Recognise and adhere to the needs or requirements of all participants.
- Annually evaluate the effectiveness of CARE GARDEN THERAPY PTY LTD using the Continuous Improvement Plan.

Worker

- Adhere to, protect, and enforce human rights while ensuring participants' rights are upheld and respected at all times.
- Recognise and implement measures to provide quality care in all service delivery areas, prioritising participants' well-being and interests.
- Support and assist participants in times of need while considering their rights and responsibilities in all decisions and actions.
- Ensure participants are treated equally, with dignity, respect, and culturally appropriate practices.
- Understand and uphold workers' duties and responsibilities to protect participants while effectively enforcing their rights.
- Notify Management, the Owner, CEO, or Director of any breaches or violations of human rights, whether related to participants or workers.
- Carefully consider decisions that may restrict or limit participant rights, ensuring justifiable and suitable reasoning is provided when necessary.
- Participate in on-the-job training to strengthen understanding and implementation of participant rights and responsibilities.
- Document participant details and criteria within the support plan and Participants Register.
- Management will track and monitor workers to ensure participant rights are enforced, with annual performance reviews conducted to ensure consistent adherence.
- Communicate and collaborate with colleagues to ensure culturally appropriate, participant-centred practices are implemented.
- Recognise the importance of implementing effective practices that uphold participant rights and responsibilities without unnecessary restrictions.

Policy

This policy is developed in accordance with the *NDIS Practice Standards*, specifically *Core Module Part 1*. It supports the following outcomes and associated Quality Indicators:

- Person-centred supports: Ensures each participant's legal and human rights are upheld through everyday practice.
- Individual values and beliefs: Services are respectful of each participant's culture, diversity, values, and beliefs.
- Privacy and dignity: Practices are in place to respect and protect each participant's privacy and dignity.
- Independence and informed choice: Participants are supported to make informed decisions and exercise choice and control over their supports.
- Freedom from violence, abuse, neglect, exploitation and discrimination: Policies actively prevent such harms, and pathways to raise concerns are accessible and supported.

In order to preserve the dignity of all individuals, including those with disabilities, CARE GARDEN THERAPY PTY LTD implements the *Participant Rights and Responsibilities Policy and Procedure*.

Commitment to Respect and Inclusivity

CARE GARDEN THERAPY PTY LTD is dedicated to fostering an environment that values inclusivity, fairness, and dignity for all individuals. This commitment extends to families, visitors, children, staff, participants, and any other stakeholders who engage with CARE GARDEN THERAPY PTY LTD. Everyone will be treated with equal respect, free from discrimination, bias, or favouritism.

Interactions will be conducted in a professional, compassionate, and courteous manner, ensuring that all parties feel heard, valued, and supported. CARE GARDEN THERAPY PTY LTD aims to build trust, strengthen relationships, and promote a positive, inclusive culture where everyone is recognised for their individuality and contributions.

NDIS Participant Service Charter

The Participant Service Charter is a crucial document that reflects the National Disability Insurance Scheme's (NDIS) commitment to improving the lives of individuals with significant and permanent disabilities, ensuring that participants feel valued and supported throughout their journey. It establishes a framework based on five (5) key engagement principles:

a) **Transparency,**

b) **Responsiveness,**

c) **Respect,**

d) **Empowerment, and**

e) **Connection.**

The Charter outlines clear service standards and timeframes to provide timely assistance, while also emphasising the importance of personal goals and participant feedback for continuous improvement. Ultimately, it reaffirms the NDIS' dedication to a financially sustainable NDIS that empowers individuals to achieve their goals and fosters connected, engaged communities.

a) **Service Standards and Timeframes**

i) Establishes clear service standards to ensure timely support.

ii) Aims for an 80% success rate across participant pathways .

b) **Performance Reporting**

i) Performance against service standards will be reported in NDIS Quarterly Reports to disability ministers.

ii) Oversight provided by the Independent Advisory Council.

c) **Participant Feedback**

i) Participants are encouraged to provide feedback to improve NDIS systems and processes.

ii) Right to request a review by a supervisor or manager if dissatisfied with complaint resolution.

d) **Focus on Personal Goals**

i) Emphasises the importance of achieving personal goals and improving community and economic outcomes.

e) **Financial Sustainability**

i) Ensures a financially sustainable NDIS for the future.

f) **Commitment to Accountability**

i) The Charter serves as a commitment to accountability and continuous improvement in service delivery for all NDIS participants.

The Participant Service Charter plays a crucial role in shaping this *Participant Rights and Responsibilities Policy and Procedure*. By establishing clear standards of transparency, responsiveness, and empowerment, the Charter ensures that participants understand their rights and associated responsibilities.

This alignment will foster a culture of accountability and mutual respect, enhancing participant engagement and feedback in their support experiences. Integrating the principles of the Charter into

this Policy and Procedure ensures responsiveness from CARE GARDEN THERAPY PTY LTD to support compliance to all applicable standards and legislations and CARE GARDEN THERAPY PTY LTD's continuous improvement initiatives.

Procedures

CARE GARDEN THERAPY PTY LTD is dedicated to ensuring that workers uphold the rights and responsibilities of all participants through the implementation of effective strategies and measures, in accordance with the NDIS Participant Rights and Responsibilities, which outlines participants' rights and responsibilities.

CARE GARDEN THERAPY PTY LTD follows a strategic approach to consistently deliver high-quality care. This Procedure outlines the proper operational methods to prioritise participants' well-being and preferences, guided by the NDIS Practice Standards and the United Nations Convention on the Rights of Persons with Disabilities.

CARE GARDEN THERAPY PTY LTD recognises the importance of using these sources to implement an effective system of practices that adhere to and support the rights and responsibilities of all participants. In addition to this, CARE GARDEN THERAPY PTY LTD's workers will refer to the *Service Access Policy and Procedure* to ensure participants are made aware of the workers' rights, responsibilities, and duties.

To achieve the outcomes outlined in the NDIS Practice Standards, CARE GARDEN THERAPY PTY LTD ensures:

- All communication is adapted to the participant's preferred language, communication method, and comprehension level.
- Cultural, religious, and linguistic backgrounds are respected and incorporated into service delivery.
- Participants are informed about, and supported to access, advocacy services of their choice.
- All workers are trained to recognise and respect participant rights and dignity in practice.
- Participants are supported to exercise their right to make decisions, including those involving dignity of risk, with access to support or information as needed.
- Any incident involving rights violations is promptly reported and addressed in line with incident management and complaints handling procedures.

Communication of Participant Rights

CARE GARDEN THERAPY PTY LTD and its workers understand the importance of ensuring all participants are fully aware of their rights and responsibilities. Communication regarding the provision of supports will be responsive to each participant's individual needs and delivered in the language, mode of communication, and terms they are most likely to understand.

CARE GARDEN THERAPY PTY LTD is committed to providing clear, accessible, and relevant information to all current and future participants. To support this, CARE GARDEN THERAPY PTY LTD may distribute various documents, including but not limited to:

a) Participant Handbook

b) NDIS Participant Rights and Responsibilities

c) Participant Rights and Responsibilities Policy and Procedure (upon request)

Rights of Participants

CARE GARDEN THERAPY PTY LTD understands the importance of upholding the rights of the participants and intends to do so by implementing certain practices to adhere to these rights and responsibilities. CARE GARDEN THERAPY PTY LTD recognises the rights and responsibilities of participants belowas per the Australian Human Rights Commission:

a) **Recognition of Individual Capabilities**: Participants are recognised and valued for their unique physical, mental, cognitive, financial, economic, religious, and personal growth capacities.

b) **Respect and Equality**: Participants are treated equally, respectfully, and with compassion, ensuring their specific requirements are met. They are given the freedom to express personal preferences regarding activities, participation, and decision-making.

c) **Safe and Supportive Environment**: Participants are safeguarded from all forms of violence, misconduct, negligence, or isolation. They are supported in their well-being and informed about their personal desires and inclinations.

d) **Privacy and Confidentiality**: Participants' information is handled with the utmost confidentiality and privacy at all times while under the care of CARE GARDEN THERAPY PTY LTD.

e) **Anti-Discriminatory and Inclusive Services**: CARE GARDEN THERAPY PTY LTD operates in a manner that upholds anti-discriminatory principles and supports inclusivity for all participants. CARE GARDEN THERAPY PTY LTD actively supports diverse groups, including:

   i) Aboriginal and/or Torres Strait Islander communities

   ii) People from culturally and linguistically diverse (CALD) background

   iii) People living in rural and remote areas

   iv) Those who are financially or socially disadvantaged

   v) Veterans of the Australian Defence Force or allied defence forces, including their spouses, widows, or widowers

   vi) Individuals who are homeless or at risk of homelessness

vii) Care leavers

viii) Parents separated from their children through forced adoption or removal

ix) People from lesbian, gay, transgender, and intersex (LGBTI) communities

f) **Participant Empowerment**: Participants have the right to exercise personal resilience and freedom, access services that meet their needs, and be supported throughout the process. They are encouraged to consider issues affecting their livelihood and well-being, including the implementation of strategies, services, and facilities provided.

Other Participant Entitlements

a) Access to Information and Support

i) Participants have the right to obtain information about services, privileges, commitments, facilities, and any associated expenses.

ii) Participants have the right to access external organisations, resources, and support throughout their time at CARE GARDEN THERAPY PTY LTD.

b) Choice, Flexibility, and Control

i) Participants are provided with choice and flexibility in their service of care.

ii) Participants are provided with the opportunity to dismiss care or assistance without retribution or discrimination regarding future services.

iii) Participants are provided with the option to change providers when required to ensure secure, high-quality care.

c) Rights to Representation and Advocacy

i) Participants can choose a representative to assist and promote their experiences on behalf of CARE GARDEN THERAPY PTY LTD.

d) Quality Care and Skilled Assistance

i) Participants have the right to receive help, support, and care provided by sufficiently skilled workers, ensuring exceptional standards of quality and security.

e) Complaints and Feedback:

i) Participants can lodge complaints without fear of retribution and will be supported through the process. Please refer to the *Feedback and Complaints Management Policy and Procedure* for the details of the procedures.

Expectations from Participants

In alignment with legislative requirements, CARE GARDEN THERAPY PTY LTD sets clear expectations for its participants to ensure a respectful, safe, and inclusive environment. These expectations promote active engagement, responsible behaviour, and effective collaboration, supporting the delivery of high-quality care and services. CARE GARDEN THERAPY PTY LTD expects its participants to:

a) advise CARE GARDEN THERAPY PTY LTD if assistance or support is no longer needed;

b) notify workers of any developments with the participant's conditions and desires;

c) be courteous and respectful to workers as well as other participants;

d) regard others' freedom, like their privacy rights and confidentiality;

e) value the integrity and human morality of its workers and other participants;

f) notify workers of any developmental, welfare, requirements and physical condition concerns that may affect assistance provided to the participant;

g) engage constructively in the creation, delivery and analysis of support services targeting people;

h) take accountability for their decisions and the consequences of their choices; and

i) make any payments and expenses related to the delivery of their service promptly or when requested.

Quality Management

Feedback and Complaints

CARE GARDEN THERAPY PTY LTD values participant feedback as an essential component of person-centred service delivery. Feedback, including complaints, suggestions, or compliments, will be:

- Acknowledged promptly and treated confidentially and respectfully.
- Reviewed by Management to identify opportunities for service improvements.
- Analysed as part of CARE GARDEN THERAPY PTY LTD’s Continuous Improvement Plan to inform updates to policies, procedures, staff training, and service delivery practices.
- Reported back to participants (where appropriate) regarding actions taken, demonstrating transparency and accountability.

Participants are informed of their right to provide feedback through accessible formats and multiple channels, including anonymous submissions. They are also supported to access independent advocacy where needed.

CARE GARDEN THERAPY PTY LTD workers are responsible for regularly engaging with participants to understand their needs, preferences, and concerns. Participants are encouraged to contribute to the development and review of governance, operational policies, and procedures through structured feedback processes.

Where feedback or complaints identify breaches or risks to participant rights, CARE GARDEN THERAPY PTY LTD will take prompt action to review and revise relevant practices. All staff will be informed of any changes to ensure consistent implementation across the organisation.

The Owner/CEO/Director is responsible for approving any changes to CARE GARDEN THERAPY PTY LTD's operational framework and ensuring that all adaptations resulting from feedback are implemented organisation-wide in a timely manner.

Commitment to Participant Rights

As part of the Quality Management Framework, CARE GARDEN THERAPY PTY LTD is committed to uphold participants' rights and responsibilities. CARE GARDEN THERAPY PTY LTD will continuously record, review, maintain, and reinforce the rights and responsibilities of both workers and participants according to the *Continuous Improvement Policy and Procedure*, ensuring a consistent and high-quality service experience.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedure from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families, carers, and workers every year. All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Participant Handbook
- NDIS Participant Rights and Responsibilities
- Human Resources Policy and Procedure
- Service Access Policy and Procedure
- Feedback and Complaints Management Policy and Procedure

- Continuous Improvement Policy and Procedure

Reference

- NDIS Participant Service Charter 2022

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 1.2 Person-Centred Supports Linkage Policy and Procedure

Purpose

People with disabilities have the same right as other members of Australian society to realise their full potential. They should be supported to participate in and contribute to social and economic life. The purpose of this Policy and Procedure is to ensure the inclusion of, and access for, people with disabilities to mainstream and community-based activities and other government initiatives.

Scope

This Policy and Procedure is applicable to all support employees, encompassing everyone working in roles that provide assistance, guidance, or direct services within CARE GARDEN THERAPY PTY LTD. This includes roles that involve direct interaction with participants, administrative support, executive management, and other positions that contribute and have impact to the delivery of services within CARE GARDEN THERAPY PTY LTD.

Definitions

Person-Centred – An approach that places the individual at the centre of decision-making, tailoring supports to their unique needs, goals, and preferences. It emphasises choice, control, and respect, ensuring services empower participants to achieve meaningful outcomes.

Supports Linkages – In the context of disability support, supports linkages involve connecting people with disabilities to the appropriate services, community resources, and assistance that enhance their well-being and enable full participation in society.

Capacity Building – The process of developing skills, knowledge, and resources to help individuals, organisations, or communities effectively achieve their goals. In disability support, it empowers individuals with disabilities and their families to enhance independence and participation in society

Responsibilities

Management

- Ensure person-centred principles are embedded in policies, procedures, and practices.
- Provide staff with training and resources to deliver person-centred supports effectively.

- Regularly review practices to ensure alignment with person-centred values and compliance with the policy.
- Allocate appropriate resources to enable workers to meet participants' goals and preferences.
- Engage with feedback, participants, and stakeholders to refine services and improve outcomes.

Worker

- Deliver services that reflect the participant's individual goals, needs, and choices.
- Work in partnership with participants, families, and other supports to achieve meaningful outcomes.
- Uphold respect, listen actively, and ensure participants' voices are heard and valued.
- Accurately document support plans, goals, and progress in line with policy requirements.
- Participate in training and remain up-to-date with person-centred practices.

Policy

Information, Linkages, and Capacity Building (ILC)

The following summary of the Framework for Information, Linkages, and Capacity Building (ILC) was formerly managed by the National Disability Insurance Scheme (NDIS) but transitioned management to the Department of Social Services (DSS), provides a concise overview of the key elements and objectives of the ILC framework:

Purpose of ILC

The primary aim of the ILC framework is to facilitate connections between people with disabilities and the supports they need. It emphasises the importance of building capacity not just for individuals but also for mainstream services, ensuring that everyone can participate fully in society.

Framework Overview

The ILC's design highlights the adaptability and responsiveness to the diverse and changing needs of individuals with disabilities. It stresses the importance of collaboration with local communities and mainstream services to enhance support systems.

Five Streams of ILC

The ILC is divided into five (5) distinct areas of focus, with each area specifically designed to address different aspects of support, ensuring a comprehensive and targeted approach to meeting the diverse needs of participants:

1. **Information, Linkages, and Referrals**: Ensures individuals can access the necessary information and services.
2. **Capacity Building for Mainstream Services**: Aims to improve the ability of existing services to cater to the needs of people with disabilities.
3. **Community Awareness and Capacity Building**: Focuses on increasing community understanding and support for inclusivity.
4. **Individual Capacity Building**: Supports personal growth and self-advocacy among individuals with disabilities.
5. **Local Area Coordination**: Facilitates local connections and support networks to enhance community engagement.

Shared Responsibility

Creating an inclusive environment for people with disabilities is a collective effort that requires the active involvement of various stakeholders. This includes government entities, which play a key role in policy development and implementation; non-profit organisations, which provide vital services and advocacy; and businesses, which can create accessible workplaces and opportunities.

Additionally, the community at large is essential in fostering an atmosphere of understanding, support, and acceptance for individuals with disabilities. All these groups can help ensure a more inclusive and equitable society for everyone.

The various ways in which the ILC framework supports individuals and families include assisting through capacity building, mentoring, and providing essential information for informed decision-making.

CARE GARDEN THERAPY PTY LTD's Commitment

The ILC Framework is the reference guide and context of the Person-Centred Supports Linkage Policy and Procedure. It highlights how the ILC framework aligns with the overarching principles of the NDIS and enhances disability support in Australia, ensuring that the policy effectively supports person-centred approaches to meeting the diverse needs of individuals with disabilities.

CARE GARDEN THERAPY PTY LTD is committed to adhering to this Policy to ensure that participants retain their capacity to engage with and contribute meaningfully to society. It is essential that support workers uphold this commitment by ensuring that participants are;

- connected within their community,
- informed about relevant activities to allow the participant to make decisions and choices,
- provided with the necessary skills to take part confidently and contribute to the community and protect their rights,
- assisted to use and benefit from mainstream services,
- assisted in participating in, and benefiting from, community activities, and
- supported to contribute to leading, shaping, and influencing their community.

Procedures

CARE GARDEN THERAPY PTY LTD will access links between other service systems, e.g., social activities, which will improve and support the varying needs of people with disabilities, their families and advocates. CARE GARDEN THERAPY PTY LTD's commitment is to make sure people with disabilities are connected to their communities by:

- providing information on mainstream services and community activities that will benefit participants, ensuring they are aware of all available opportunities for engagement and support;
- ensuring each participant accesses supports that promote, uphold, and respect their legal and human rights, while enabling them to exercise informed choice and control over their own lives and decisions;
- the provision of support promotes, upholds, and respects individual rights, including the rights to freedom of expression, self-determination, and decision-making, empowering participants to shape their own futures;
- contributing to the development of links and networks within the community, fostering a sense of belonging and inclusion for participants in various social, recreational, and support-based activities;
- working in partnership with community organisations to provide opportunities for active participation in local activities, ensuring participants are integrated into their communities and have access to a wide range of experiences;

- supporting key workers to build their abilities and sustain their roles, which may involve linking them to direct-carer support services, thus ensuring the ongoing provision of quality care and support for participants;

- linking participants and their families to social and recreational activities that not only provide families with a much-needed break from their caring roles but also facilitate stronger connections with the broader community; and

- sourcing activities that promote the participant's overall well-being, including personal development, peer support, and mentoring, to ensure they are empowered, supported, and able to thrive within their communities.

Quality Management

Policy Review

CARE GARDEN THERAPY PTY LTD may make changes to this Policy and Procedure from time to time to improve the effectiveness of its operation, depending on the updates to the NDIS Information, Linkages, and Capacity Building (ILC) Framework and all applicable standards and legislations.

Generally, this entire Policy will be reviewed in consultation with people using the service, their families and carers and workers every year. All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) relevant to this Policy and Procedure include:

- Governance - Business Continuity Plan

- Participant - Consent Form

Reference

- Framework for Information, Linkages and Capacity Building

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 1.3 Cultural Diversity Policy and Procedure

Purpose

Cultural diversity ensures that the differences of all are appreciated. The purpose of this Cultural Diversity Policy and Purpose is to ensure awareness and understanding of the cultural differences of participants, carers, families, employees, and associates of CARE GARDEN THERAPY PTY LTD.

Scope

The CARE GARDEN THERAPY PTY LTD Cultural Diversity Policy and Purpose applies to all services and activities provided by the organisation, its employees, and associates. This Policy and Purpose encompasses the planning of activities and how services are provided to all participants. Awareness of culture and encouraging the cultural diversity of all individuals is a key component of the activity planning and service delivery of CARE GARDEN THERAPY PTY LTD.

Definitions

Carers – Those who provide care services to the participants with respect to their well-being and ability to take part in activities. Carers may be family members and care service providers (paid or unpaid) who are able to assist the participant and, in some cases, be involved in the decisions made for and with the participant.

Cultural Awareness – The ability to understand the differences of others with different ethnicity, background, language, or belief.

Cultural Diversity – The existence of a variety of cultural or ethnic groups.

Diversity – A range of differences.

Families – Members of the participants' family.

Human Rights – A right that belongs to every person regardless of race, sex, nationality, ethnicity, language, religion, or any other status.

Responsibilities

Management

- Develop, implement, and review the Cultural Diversity Policy and Procedure to ensure alignment with organisational values and legal requirements.
- Foster a culture of inclusivity by leading by example, promoting diversity, and advocating for a respectful, diverse workplace.
- Provide staff with ongoing training on cultural diversity, ensuring they have the knowledge and skills to work effectively in a multicultural environment.
- Offer guidance and support to staff in navigating cultural differences and addressing any challenges that arise in delivering culturally responsive services.
- Regularly assess the effectiveness of the policy and procedures, gathering feedback from staff and participants to improve cultural diversity practices.
- Ensure recruitment, promotion, and retention practices are inclusive, providing equal opportunities to people from diverse cultural backgrounds.

Worker

- Develop cultural competence by learning about and respecting the backgrounds, beliefs, and practices of colleagues and participants.
- Apply cultural understanding in the delivery of services, tailoring support to meet the unique needs and preferences of individuals from diverse cultural backgrounds.
- Engage in respectful, open communication, ensuring that cultural differences are acknowledged and addressed appropriately.
- Actively contribute to creating a welcoming, inclusive environment by treating everyone with respect, regardless of cultural or ethnic background.
- Participate in training sessions and keep up-to-date with best practices in cultural diversity and inclusivity.
- Recognise and report any incidents of discrimination, bias, or cultural insensitivity, following the appropriate procedures outlined in the Policy.

Policy

CARE GARDEN THERAPY PTY LTD deeply appreciates and respects the unique qualities and perspectives that each individual brings to the workplace. CARE GARDEN THERAPY PTY LTD recognises that diversity—whether cultural, ethnic, religious, or personal—enriches the community and strengthens its work environment.

At the direction of the participant, CARE GARDEN THERAPY PTY LTD ensures that the culture, diversity, values, and beliefs of each individual are identified and responded to with sensitivity and respect, tailoring its approach to meet the participant's preferences and needs.

CARE GARDEN THERAPY PTY LTD is committed to fostering a respectful, inclusive culture where individuals from all backgrounds feel valued, supported, and empowered. By integrating these principles into its practices, CARE GARDEN THERAPY PTY LTD strives to create an environment where diversity is celebrated, individuality is honoured, and everyone has the opportunity to thrive.

Procedures

Awareness of culture is promoted by incorporating cultural activities into the provision of service. This may be through music, arts and crafts and other activities that the participant may choose to include in their service.

CARE GARDEN THERAPY PTY LTD employees are encouraged to plan activities based on cultural awareness and differences to promote acceptance of cultural diversities. Team planning sessions may be incorporated into staff or dedicated planning meetings.

Culture inclusion is an important aspect of all activities planned at CARE GARDEN THERAPY PTY LTD. At times, CARE GARDEN THERAPY PTY LTD will include activities provided by external service providers specialising in a particular cultural activity to engage participants in awareness and inclusion of cultures different to their own. These activities may be identified due to a particular request or the awareness of a cultural learning opportunity.

Quality Management

Cultural Diversity Training

Regular training on cultural diversity will be conducted to ensure all staff understand, respect, and integrate cultural considerations into their support practices. This will include information sharing sessions to provide insights into different cultural backgrounds, values, and traditions.

Staff meetings will serve as a platform for open discussions about cultural events, activities, and experiences, fostering greater awareness and inclusivity. Additionally, these sessions will allow teams

to collaboratively plan culturally sensitive approaches, identify any barriers to inclusion, and share strategies for improving engagement with participants from diverse backgrounds.

This ongoing dialogue will foster a workplace culture that values diversity, promotes continuous learning, and enhances cultural competence. It will support person-centred, culturally responsive practices, ensuring individuals feel valued, understood, and empowered to achieve positive outcomes.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers, and workers every year. All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) relevant to this Policy and Procedure include:

- Participant Support Plan
- HRM - Staff individual Training Plan
- HRM - Staff Self-Needs Assessment

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 1.4 Privacy and Confidentiality Policy and Procedure

Purpose

This Policy and Procedure have been structured to communicate to workers the correct and appropriate means for the security of confidential information, ensuring that sensitive data is handled responsibly, access is appropriately managed, and privacy is maintained in compliance with legal and organisational standards.

It aims to protect the rights of individuals, safeguard organisational information, and build trust by preventing unauthorised disclosure or misuse of confidential data. This Policy and Procedure helps mitigate risks associated with data breaches, ensuring compliance with legal obligations and maintaining the organisation's reputation.

Scope

This Policy and Procedure extend to all CARE GARDEN THERAPY PTY LTD‘s workers, and failure to abide by this will result in strict disciplinary action. It must be reviewed in conjunction with the *Records and Information Management Policy and Procedure*. This Policy and Procedure meets relevant laws, regulations, and standards.

Definitions

Confidentiality – The state of keeping or being kept secret or private, professionals should not share personal details about someone with others unless that person has provided consent, or it is necessary.

Health Information – Data related to a person's medical history, including symptoms, diagnoses, procedures, and outcomes.

Personal Information – Any information relating to an individual.

Privacy – The state of something being free from public attention.

Sensitive Information – Sensitive information relating to the business, staff or participants that should not be shared with others unless consent is provided or absolutely necessary.

Responsibilities

Owner/CEO/Director

- Approve, endorse, and ensure the development and regular review of the Privacy and Confidentiality Policy.
- Oversee its alignment with legal, regulatory, and organisational requirements (e.g., GDPR, Data Protection Act 2018).
- Set a clear tone from the top by promoting a culture of privacy, confidentiality, and ethical handling of sensitive information.
- Take full accountability for the organisation's adherence to privacy laws and standards.
- Ensure adequate resources—such as training, tools, and systems—are in place to support the policy's effective implementation.
- Invest in secure technologies and infrastructure for protecting confidential data.
- Monitor and manage risks related to data privacy and confidentiality, including responding to breaches or incidents.
- Support investigations and corrective actions when breaches occur, ensuring transparency and compliance.
- Ensure clear communication of the policy and its importance to all levels of the organisation.
- Regularly review reports on privacy compliance, breaches, or risks and make informed decisions to address any gaps.
- Ensure the organisation meets its legal obligations to safeguard personal and sensitive data.
- Lead by example in upholding confidentiality, demonstrating the highest standards of professional conduct.

Management

- Develop and regularly update the Privacy and Confidentiality Policy and Procedure.
- Communicate the policy clearly to all staff, ensuring everyone understands their obligations.
- Provide training to workers on handling sensitive information, data privacy laws (e.g., GDPR in the UK), and confidentiality protocols.

- Promote awareness of the consequences of breaching confidentiality.
- Control access to sensitive or confidential data. Ensure only authorised individuals can access specific information, based on their roles.
- Implement secure systems (e.g., password protection, encryption) for managing data and documents.
- Monitor compliance with the policy and conduct regular audits to identify any breaches or vulnerabilities.
- Establish systems to log access to sensitive data to track and detect unauthorised use.
- Create a clear process for reporting and addressing breaches of confidentiality or privacy incidents.
- Investigate breaches promptly and take corrective action, including disciplinary measures where necessary.
- Ensure the organisation complies with relevant privacy laws and data protection regulations (e.g., GDPR, Data Protection Act 2018).
- Maintain accountability for any legal liabilities resulting from breaches or mishandling of private information.
- Set guidelines for how long sensitive information is retained.
- Ensure secure and proper disposal or anonymisation of information no longer needed.

Worker

- Read and familiarise themselves with the Privacy and Confidentiality Policy and Procedure.
- Adhere strictly to the rules and guidelines provided.
- Handle personal, private, or sensitive information responsibly (e.g., participant, employee, or company data).
- Avoid sharing or discussing confidential information inappropriately (e.g., with unauthorised colleagues, in public spaces).
- Follow protocols for secure data storage, transfer, and access (e.g., using secure passwords, encryption, and avoiding sharing credentials).
- Lock devices, secure documents, and prevent unauthorised access.

- Report any breaches, leaks, or unauthorised access of confidential information to management immediately.
- Be proactive in identifying risks or lapses in confidentiality.
- Uphold confidentiality obligations during and after employment.
- Ensure discussions about sensitive matters happen only in appropriate and secure environments.
- Avoid unnecessary duplication of sensitive information.
- Take care not to leave physical or digital information unattended or exposed.

Policy

CARE GARDEN THERAPY PTY LTD is committed to protecting the privacy and confidentiality of both workers and participants by adhering to the *Records and Information Management Policy and Procedure*, alongside this Policy and Procedure. Privacy can only be maintained through the consistent application of proper procedures and safeguards for the storage, organisation, and disposal of sensitive information.

Each participant has the right to determine with whom they share their personal information. To ensure transparency and trust, participants will be advised of confidentiality policies using the language, mode of communication, and terms they are most likely to understand, ensuring clarity and accessibility.

CARE GARDEN THERAPY PTY LTD workers are responsible for safeguarding the privacy and security of participants and colleagues. Before any data is collected, participants must be assured that their information will be handled responsibly, securely, and used only for its intended purpose.

Privacy and Information Management

The Privacy and Confidentiality Policy and Procedure:

a) outlines the obligations of both CARE GARDEN THERAPY PTY LTD's Management and workers to safeguard confidential information, maintain trust, and prevent breaches;

b) defines what information must be protected and the appropriate methods to ensure its privacy;

   i) This Policy and Procedure focuses on ensuring that participant, employee, and business data—such as medical records, financial information, or contact details—are handled securely and ethically.

c) provides clear procedures for reporting and managing any unauthorised access or leaks, ensuring compliance with legal frameworks;

d) promotes ethical conduct in handling private information, fostering trust between the organisation and its stakeholders; and

e) helps the organisation maintain its reputation, avoid legal penalties, and uphold the rights of individuals whose information is processed.

Meanwhile, the *Records and Information Policy and Procedure*:

a) ensures the systematic management of all records and organisational information;

    i) This Policy and Procedure sets clear guidelines for how long records should be retained and provides secure methods for their disposal to prevent information leaks or misuse.

b) covers the entire lifecycle of records, from creation and classification to storage, access, retention, and secure disposal;

    i) Unlike the *Privacy and Confidentiality Policy and Procedure*, which focuses on protecting sensitive data, the *Records and Information Policy and Procedure* focuses on how information is created, maintained, and disposed of in an organised and secure manner.

c) prioritises the integrity, accuracy, and completeness of information, ensuring that it remains reliable and fit for purpose throughout its lifecycle; and

d) establishes processes to ensure records are well-organised, easily accessible to authorised personnel, and compliant with legal and regulatory standards.

    i) CARE GARDEN THERAPY PTY LTD ensures compliance with records management requirements while promoting operational efficiency.

Procedures

Lifecycle of Data Overview

The procedures of privacy and confidentiality communicate with the lifecycle of data as follows: they ensure data is protected at every stage—creation, storage, use, sharing, and disposal. This prevents unauthorised access, maintains data integrity, and ensures legal compliance.

a) **Create** a collection of all forms of participant details, relevant information, and service agreements to ensure they have given both verbal and written consent.

b) **Store** all information securely per the *Records and Information Management Policy and Procedure* and limit access.

c) **Use** the information to update when applicable, communicate this information to staff members and report if necessary.

d) **Archive** the documents securely once the participant has exited the service as per the Records and Information Management policy and procedure and limit access.

e) **Dispose** of documents securely as per the *Records and Information Management Policy and Procedure* once the archive period is complete.

The Owner/CEO/Director is committed to ensuring that CARE GARDEN THERAPY PTY LTD follows the 1988 (Cth) Privacy Act standards, as well as any other relevant government and territory laws and specifications. All CARE GARDEN THERAPY PTY LTD's workers must read and comply with the state and federal legislation concerning privacy and confidentiality, including this Policy and Procedure. This includes:

a) Collection/Creation

b) Process

c) Storage

d) Utilisation

e) Disclosure

f) Disposal

Consent and Collection

CARE GARDEN THERAPY PTY LTD only gathers the necessary personal information of participants for the protected and adequate provision of plan management services. All private and confidential information must be stored safely. CARE GARDEN THERAPY PTY LTD will only require confidential information to determine potential participants' suitability for plan management services and to monitor the services provided.

Prior to Information Usage

Before collecting personal information from participants or their advocates, CARE GARDEN THERAPY PTY LTD's workers must clarify why the information is being collected, exactly how it is being stored and used, as well as why CARE GARDEN THERAPY PTY LTD requires the information.

Following the information provided in this Policy and Procedure, CARE GARDEN THERAPY PTY LTD's workers must use a *Participant Consent Form* to verify and clarify the information stated in this Policy and Procedure. This consent form indicates whether participants have allowed CARE GARDEN THERAPY PTY LTD to hold, retain and use vital information of the participant. This information may include the following; however, it is not limited to:

a) Full Name

b) Nationality

c) Date of Birth

d) Preferences

e) Personal Goals

f) Medical Information

g) Referrals

h) Case/Progress Notes

CARE GARDEN THERAPY PTY LTD is required to provide workers with consent forms for personal information; that is, any information that can be used to identify an individual, which will be considered respectfully, and no information will be used without consent. Personal information additionally includes but is not limited to the following:

a) Photographs

b) Films

c) Recordings

CARE GARDEN THERAPY PTY LTD implements and employs the *Privacy and Confidentiality Agreement* for participants, their family members, and advocates. This is a document that has information on how CARE GARDEN THERAPY PTY LTD abides by all privacy laws whilst protecting participants who are in direct communication with participants. This document must be in the *Participant Handbook*. Their assigned personnel must do the following:

a) Ensure they have signed their own privacy statement annually and it is kept up to date.

b) Provide written information to participants if requested (such as this Policy and Procedure).

c) Provide verbal information to participants if requested.

d) Understand and comply with participants' (or their related personnel) communicational requirements, such as overcoming any language barriers.

Worker Information

Personal worker's data includes a range of information that can identify an individual employee, both directly and indirectly. This encompasses basic personal details such as name, contact information, and identification numbers, as well as employment-related data like job title, salary, attendance, and performance records.

It also covers sensitive information, including health records, training history, and digital data such as login credentials. All personal worker data must be handled with care to ensure privacy and compliance with data protection regulations.

a) Personal Information (Contact, Residence, etc.)

b) Payroll Information

c) Qualifications

d) Contract of Employment

e) Consent Forms

f) Specifics Regarding Qualified Registration

g) Tax Returns

h) Medical Information

i) Results of Background Checks

Right to Refuse

A participant is entitled to supply, access, update, and use any personal information if necessary to ensure correct information is in the system; they may refuse to disclose some information and have the right to revoke their consent to disclose personal information.

Audit Participation

An NDIS-approved quality auditor has the right to request an interview from any participant file that requires assessment. CARE GARDEN THERAPY PTY LTD must ensure they are abiding by the standards outlined in the 2018 National Disability Insurance Scheme (Approved Quality Auditors Scheme) Guidelines.

This automatically includes participants in the NDIS Practice Standards audits. However, a participant may refuse to participate in audits with a written notice directed to the Owner/CEO/Director. In such cases, the organisation will respect the participant's decision and ensure that their rights and preferences are upheld throughout the process.

Storage and Access

Privacy and Confidentiality

Worker or participant personal information can only be disclosed in order to comply with legislative responsibilities such as mandatory reporting when required by law. If an individual is in a situation where they are unsure about disclosing another’s personal information, they should communicate and discuss it with the Owner/CEO/Director.

CARE GARDEN THERAPY PTY LTD is required to ensure that any foreign participants do not violate any Australian Privacy Principles (APPs); this is under the Privacy Act 1988. This requirement, however, will not apply if the foreign participant is dependent on legislation or a critical system that has the power to protect private and confidential information in an approach significantly equivalent to that delivered by the APPs.

Participants, their family members, and advocates are accountable for ensuring the correct use of others' personal information, the return of the consent form, respecting people's wishes not to be captured on camera, and ensuring the communication of accurate information.

Access and Correction Request

Both the Owner/CEO/Director and workers will only access the personal information if it is necessary to fulfil any responsibilities or services for the CARE GARDEN THERAPY PTY LTD. All stakeholders can request access to any information regarding themselves.

Any participant access or modification demands must be presented to the individual of CARE GARDEN THERAPY PTY LTD who is responsible for monitoring the participant's personal information. All workers have the same access to or requests for modification as participants.

The Owner/CEO/Director should be notified immediately, within two business days, for any access or correction of information. The individual responsible for the acceptance status of information will l either accept or reject it with reasoning as to why.

A request for access or correction may be rejected as it would have an unwarranted impact on the privacy and confidentiality of other individuals. The proposal is thoughtless and annoying. It may cause a dangerous threat to any individual's life or well-being.

All participant requests for access or correction refused by the CEO/ Director must be authorised and documented in the participant's file. Any workers who have been denied access or correction requests must be approved by the CEO/ Director and recorded in the individual's file.

Communication Support

CARE GARDEN THERAPY PTY LTD's workers will support participants in accessing an interpreter when needed by identifying language barriers and arranging appropriate interpreting services, such as in-person, telephone, or video interpretation. Workers will ensure timely access to interpreters, enabling clear communication and understanding, while maintaining confidentiality and privacy during the process.

Data Breach, and Response

Violations

Violations include but are not limited to any actions or failures that compromise the security, confidentiality, or integrity of sensitive information. These violations can occur due to various factors, such as lapses in management oversight, weaknesses in security systems, deliberate misconduct, or technical failures. Violations include but are not limited to:

a) Devices and documents containing private or confidential information are lost or stolen.

b) Unapproved entry by a worker to personal information.

c) Unintentional release of private or confidential information.

d) Hacking of electronic devices.

The impact of such violations can range from economic harm and legal consequences to reputational damage and loss of trust, affecting both the organisation and its stakeholders. It is essential to identify, address, and prevent these violations to ensure compliance and maintain the protection of sensitive data.

Notifiable Data Breaches (NDB) Scheme

The Notifiable Data Breaches (NDB) Scheme is a federal scheme established under the Privacy Act 1988 (Cth). CARE GARDEN THERAPY PTY LTD is required to report eligible data breaches to the Office of the Australian Information Commissioner (OAIC). A data breach occurs when personal information held by the organisation is accessed, disclosed, or lost in a way that is unauthorised or unintended.

Data breaches may result from failures in management or security systems, malicious acts, or technical errors. Such incidents can lead to significant economic harm, reputational damage, loss of participant trust, and legal implications for CARE GARDEN THERAPY PTY LTD.

All staff must understand and comply with this policy and the related procedures, including reporting suspected breaches immediately to Management to ensure appropriate action is taken in line with the NDB Scheme and any other applicable legal or regulatory obligations.

Identifying an NDB

A Notifiable Data Breach (NDB) occurs when CARE GARDEN THERAPY PTY LTD cannot prevent the potential risk of harm through corrective measures. It also occurs when the release or access to private information is not permitted, or data is lost in circumstances in which unauthorised access or release is probable to be present.

Release or loss is expected to affect all individuals involved with the information. Severe damage may include damage to credibility in the form of a breach of information which may result in: loss of trust from stakeholders, penalties, financial consequences, and reputational harm. The three (3) main categories of data breach impact that help identify an NDB are:

a) Physical damage

b) Emotional damage

c) Financial damage

Any suspected or current information breaches must be identified to the Owner/CEO/Director, who is responsible for assessing the action of CARE GARDEN THERAPY PTY LTD and if the breach is to be registered under the NDB Scheme. It will not be considered a notifiable data breach if the CEO/ Director of CARE GARDEN THERAPY PTY LTD responds promptly to reduce the information violation.

Responding to a Data Breach

Should a data breach event occur, CARE GARDEN THERAPY PTY LTD follows a methodological process to minimise the damage of the event as well as appropriate input measures to prevent future occurrence. The Owner/CEO/Director or delegate is responsible for managing this incident immediately by following this procedure:

a) All implicated individuals will be informed of the breach of information as promptly as possible by the Owner/CEO/Director or delegate. This event should be documented by CARE GARDEN THERAPY PTY LTD in the Incident Register, with information on which efforts were utilised to prevent the situation from occurring again.

b) They must begin with controlling information violation, meaning they must put into effect appropriate measures to minimise which information may be viewed or leaked. This can be

done by removing electronic files from the location of the breach into an external hard drive inaccessible to others.

c) They then must formulate a conclusive list/record of which information was breached and discuss or implement measures to minimise any associated or related threats to others. For example, CARE GARDEN THERAPY PTY LTD may have to change personal financial or business details to ensure the safety and protection of the organisation and its workers.

d) CARE GARDEN THERAPY PTY LTD must then evaluate the overall threat and the possible extenuating circumstances that may arise due to the breach. For example, it may be notifiable to the Australian Information Commissioner or notifiable to Management, workers, or participants of CARE GARDEN THERAPY PTY LTD.

e) CARE GARDEN THERAPY PTY LTD must then input preventative measures to minimise the risk of recurrence. This may include liaising with an external organisation, such as an IT company, for further assistance.

If required, the Owner/CEO/Director or delegate may liaise with external organisations to minimise the opportunity for reoccurrence, theft, and harm. If the data breach is considered notifiable, then the Owner/CEO/Director or delegate must respond accordingly. The Owner/CEO/Director or delegate is responsible for the following:

a) assessing the risk from infringement;

b) supporting the Human Resources Manager where the worker's actions caused the infringement;

c) providing media/communications knowledge and helping to communicate with impacted people and deal with media and external stakeholders;

d) acting as Project Manager, coordinating the team and supporting its participants;

e) acting as Senior Worker to introduce privacy knowledge to the team;

f) acting as Team Leader, accountable for guiding the reaction team and reporting to the CEO/ Director (unless they are the same person);

g) legal assistance, identifying legal commitments and providing guidance;

h) supporting information and communication technology (ICT) or forensics, helping to define the cause and effect of infringement involving ICT technologies; and

i) providing information and documents management knowledge, assisting in the review of breach-related safety, tracking checks (e.g., access, authentication, encryption, audit logs) and providing guidance on recording data breach reaction.

Safeguards

CARE GARDEN THERAPY PTY LTD will ensure proactive strategies are in place to maintain high service standards, protect participants' rights, and foster continuous improvement. CARE GARDEN THERAPY PTY LTD will subscribe and educate on the following safeguards to ensure that it cooperates completely with the NDIS Practice Standards and Quality Indicators:

a) CARE GARDEN THERAPY PTY LTD will collaborate with the Government on the implementation of risk-based reporting mechanisms and ensure that CARE GARDEN THERAPY PTY LTD takes reasonable steps to protect all participant records.

b) CARE GARDEN THERAPY PTY LTD will subscribe to the Australian Cyber Security Centre (ACSC) alert service at:

   i) www.cyber.gov.au/about-us/register

c) CARE GARDEN THERAPY PTY LTD will review its compliance with Essential Eight and rectify any identified gaps. This website helps with knowledgeable online behaviour patterns as well as how to respond to internet threats. CARE GARDEN THERAPY PTY LTD can access this information at:

   i) https://www.cyber.gov.au/resources-business-and-government/essential-cyber-security/essential-eight

Other Reporting Requirements

Any breaches must be immediately reported to the NDIS Commission by the Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD. Violations of information may also affect reporting obligations beyond the Privacy Act 1988, such as:

a) Government Departments of the Federal, State or Territory

b) The Australian Securities and Investment Commission (ASIC)

c) Australian Reporting and Analysis Centre (AUSTRAC)

d) Australian Tax Office (ATO)

e) Australian Prudential Regulation Authority (APRA)

f) Australian Cyber Security Centre (ACSC)

g) Australian Digital Health Agency (ADHA)

h) Professional and regulatory organisations

i) The financial service sector of CARE GARDEN THERAPY PTY LTD including insurance providers

j) The police or other law prosecution organisations

Quality Management

Training and Development

CARE GARDEN THERAPY PTY LTD is required to give workers appropriate training regarding their knowledge of systems in place for the confidentiality of company data; this will be done through performance reviews, in conjunction with the *Human Resources Policy and Procedure*.

If it is found that a worker does not encompass correct knowledge, suppose it is found that a worker does not contain correct understanding, extra training may be given to ensure consistency throughout CARE GARDEN THERAPY PTY LTD.

Policy Review

CARE GARDEN THERAPY PTY LTD may make changes to this Policy and Procedure from time to time to improve the effectiveness of its operation. This entire Policy will be reviewed in consultation with people using the service, their families, carers and workers every year. All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Records and Information Management Policy and Procedure
- Human Resources Policy and Procedure
- HRM - Privacy and Confidentiality Agreement
- Incident Management - Incident Register
- Governance - Continuous Improvement Register
- Participant Handbook
- Participant - Consent Form

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Sheryl Khoo	Initial Release	2027-01-13

CM. 1.5 Decision-Making and Choice Policy and Procedure

Purpose

The purpose of this Policy is to ensure all participants of CARE GARDEN THERAPY PTY LTD are able to exercise their right to make decisions on all facets of their life and the services of care they receive. The workers of CARE GARDEN THERAPY PTY LTD should assist participants in identifying their capability and potential to make decisions for themselves.

Scope

CARE GARDEN THERAPY PTY LTD workers will support all participants in making their decisions and choices to improve individuality and independence. CARE GARDEN THERAPY PTY LTD workers, however, are able to intervene if the decision is considered harmful or inappropriate. This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Advocate/Advocacy – An advocate is someone who speaks, acts, or supports an individual to ensure their rights and preferences are respected. Advocacy refers to the process of standing up for someone's interests and choices.

Guardian/Guardian – A legally appointed person or organisation responsible for making decisions on behalf of an individual who does not have the capacity to make certain decisions themselves.

Capacity Assessment – An evaluation undertaken to determine a person's ability to make decisions regarding their supports and services.

Capacity Building – Supports and services that help individuals develop the skills and confidence needed to live more independently and exercise greater control over their lives.

Choice and Control – Refers to the participant's right to make decisions about their lives, including how their NDIS funding is used, what services they access, and who delivers those services.

Code of Conduct – A set of rules and guidelines outlining acceptable behaviour for providers, staff, and participants within the NDIS framework.

Decision-Making – The ability of a person to understand, assess, and make decisions about their supports and services. It includes being able to communicate choices and understand the consequences of decisions.

Supported Decision-Making – A process where individuals are assisted to make their own decisions, ensuring they have access to the information and support needed to make informed choices.

Dignity of Risk – Recognises the right of individuals, including NDIS participants, to make decisions that involve a degree of risk, enabling personal growth, independence, and learning.

Informed Consent – Agreement given voluntarily after a person has been provided with all relevant information about a decision, including risks, benefits, and alternatives, in a way they can understand.

Person-Centred Approach – A way of delivering services and supports that places the individual, their goals, preferences, and needs at the centre of planning and decision-making.

Responsibilities

Management

- Ensure the Decision-Making and Choice Policy is in place, up to date, and compliant with NDIS standards.
- Regularly review and improve processes to ensure participants' choice and control are respected.
- Provide training to all staff on the principles of choice, control, and supported decision-making.
- Equip workers with tools and knowledge to empower participants to make informed decisions.
- Foster an organisational culture where participants' autonomy, dignity of risk, and preferences are prioritised.
- Ensure all decision-making processes are person-centred and collaborative.
- Oversee staff adherence to policies and NDIS guidelines.
- Respond to complaints or breaches of the policy in a timely and fair manner.
- Ensure participants have access to appropriate supports, such as advocates or interpreters, to facilitate decision-making.
- Identify and address situations where participants may be at risk, ensuring decisions balance risk and safety.

- Implement supported decision-making processes when a participant requires assistance.
- Promote transparency and ensure participants are given clear, accessible information to make decisions.

Worker

- Recognise and respect participants' rights to choice, control, and decision-making about their supports and lives.
- Promote the dignity of risk and allow participants to make decisions, even if they involve an element of risk.
- Support participants to make their own decisions by providing relevant, easy-to-understand information.
- Encourage and empower individuals to express their preferences and goals.
- Actively listen to participants, recognising their goals, needs, and choices.
- Adapt practices to support the unique requirements of each participant.
- Avoid imposing personal values or opinions on participants' decisions.
- Ensure decisions reflect the participant's wishes, not the worker's or organisation's preferences.
- Recognise when a participant may need additional support to make decisions.
- Refer to management or appropriate services if there are concerns about decision-making capacity.
- Accurately document decisions made by participants and the support provided.
- Report any concerns or issues related to decision-making processes to management.
- Support participants to access advocacy services if needed.
- Ensure participants' voices are heard and their preferences are upheld during planning and service delivery.
- Stay informed about NDIS policies and best practices regarding participant choice and control.

Policy

CARE GARDEN THERAPY PTY LTD understands the importance of ensuring all participants have the opportunity to make appropriate decisions and choices regarding their everyday lives. This Policy and Procedure aims to ensure all workers of CARE GARDEN THERAPY PTY LTD allow participants to exercise their right to make decisions that are suitable to their needs and do not pose harm or risks to themselves or others.

Decision-Making Considerations

When doing so, CARE GARDEN THERAPY PTY LTD workers must ensure they consider the obligations and duties of care they are responsible for when assisting a participant in making decisions. When determining if the decision is considered appropriate for the participant, CARE GARDEN THERAPY PTY LTD workers must consider the following, however, these are not limited to:

a) The likelihood of the participant being exposed to any form of harm or risk because of the decision.

b) If the decision made by the participant will negatively affect other people.

c) If the outcome of the decision is going to help the participant.

d) If the decision is appropriate and suitable to the capabilities and skills of the participant.

e) If the participant is a child, their parent or guardian should make choices and decisions on their behalf.

Procedures

CARE GARDEN THERAPY PTY LTD will enforce an effective system that empowers participants to actively engage in important decision-making regarding their daily lives and the delivery of services. This system will support individual choice and autonomy by providing timely and accessible information using the language, mode of communication, and terms that participants are most likely to understand.

CARE GARDEN THERAPY PTY LTD is committed to assisting participants where possible while respecting their rights, fostering independence, and maintaining the safety and security of all participants, workers, staff, visitors, and other relevant personnel.

CARE GARDEN THERAPY PTY LTD Framework

CARE GARDEN THERAPY PTY LTD recognises the importance of implementing a framework that is in conjunction with the NDIS standards. CARE GARDEN THERAPY PTY LTD will enforce the

necessary practices and measures that allow participants to safely and securely exercise their rights to ensure these standards are adhered to and implemented.

CARE GARDEN THERAPY PTY LTD will implement the requirements of compliance set out in the NDIS Act 2013. CARE GARDEN THERAPY PTY LTD's framework below was constructed to allow all personnel of CARE GARDEN THERAPY PTY LTD to utilise this Policy and Procedure to adhere to the standards of the NDIS Practice Standards and Quality Indicators.

a) Workers will encourage all participants to develop skills to improve their individuality and independence.

    i) Workers will also take the necessary measures to ensure participants could engage in decision-making that allows them to pursue their aspirations and desires and allow them to further develop their skills.

b) Workers should aim to ensure all participants are always treated with the utmost respect and are not discriminated against or neglected.

    i) All workers acknowledge that all individuals with disabilities share the same rights as all individuals in the community. To enforce these rights, workers will assist participants in expressing decision and control to their maximum capability, where necessary.

c) Workers delivering quality care should always ensure participants' competence to implement control and decisions develops and increases over time in a manner that is suitable to their needs, requirements and abilities.

In addition to this, CARE GARDEN THERAPY PTY LTD and its workers recognise the importance of ensuring all participants' families, carers and other relative personnel are involved in the participant's life. To ensure this is enforced within the framework and operations of CARE GARDEN THERAPY PTY LTD, all workers will do the following, but are not limited to:

a) Workers will ensure participants' families and carers can partake in the decision-making process.

b) Workers will ensure the cultural background and values of families and participants are respected and considered at all times.

c) All decisions made by families and carers will be considered and respected.

Participant Advocacy

CARE GARDEN THERAPY PTY LTD understands that some participants may be unable to make decisions themselves for a short period of time or permanently. They will be informed of their opportunity to have an independent support person to assist them in making appropriate decisions.

CARE GARDEN THERAPY PTY LTD will ensure participants are aware of their opportunity to have their representative or advocate present during the initial process and will contact them upon request. CARE GARDEN THERAPY PTY LTD will advise participants or their advocates of their eligibility to access a support person to aid in decision-making.

During the process of the initial assessment and evaluation, workers of CARE GARDEN THERAPY PTY LTD will provide participants with relevant information regarding the decision-making process and their rights involved in this process. Persons that are considered eligible to make decisions on the participant's behalf are listed below:

a) A nominee

b) Court-appointed decision maker

c) Participant-appointed decision maker

d) Family member

e) Advocate

f) For children, a parent or guardian

In addition to this, CARE GARDEN THERAPY PTY LTD will also ensure all participants understand that they will be able to partake in decision-making in some circumstances, regardless of their individual capacity to make appropriate decisions.

CARE GARDEN THERAPY PTY LTD expects its participants to make educated decisions and choices that are likely to benefit themselves and lead to quality improvement. CARE GARDEN THERAPY PTY LTD and its workers will also guarantee that all participants are given the opportunity to exercise their opinions and suggestions that improve the delivery of services of care.

Formal and Informal Decision-Making Process

Informal decision-making refers to an individual who is not court-appointed and is required to make a decision or choice on behalf of an individual with a disability. All informal decisions should be recorded and documented in the participant’s file. Workers directly involved should also receive a copy of the documentation.

Utilising formal decisions ensures the participant's aspirations and desires are considered. They will utilise this form of decision-making if the participant doesn’t agree with the informal decision made. Formal decision-making agreements should be documented in the participant's file, and any concerns should be made prevalent to the management.

Service Access Information

It is the responsibility of CARE GARDEN THERAPY PTY LTD's Management to ensure all participants are given, not just the essential information required for them to exercise their right to partake in making decisions, but all details of what they can access that affect their daily lives. CARE GARDEN THERAPY PTY LTD should encourage participants to make decisions that allow them to access or achieve the following; however, is not limited to:

a) Resources provided by CARE GARDEN THERAPY PTY LTD

b) Development of independence and individuality

c) Technological resources and materials

d) Activities that allow participants to achieve their aspirations and desires

e) Important life decisions

f) Delivery of service

CARE GARDEN THERAPY PTY LTD understands and acknowledges that the needs and requirements of the individual may change over time. CARE GARDEN THERAPY PTY LTD will implement certain measures and practices to ensure the necessary modifications are made which adhere to the participants' changing needs, requirements, aspirations, and decisions.

Communication Supports

All information on participant service access supports is documented in CARE GARDEN THERAPY PTY LTD's *Participant Handbook*, which will be distributed to participants. If a participant cannot understand or comprehend the information due to a language barrier, CARE GARDEN THERAPY PTY LTD will provide participants with the following opportunities:

a) Provide participants with the *Participant Handbook* in their preferred language.

b) Access a qualified interpreter or translator.

c) Access an advocate that can accurately translate the information.

d) Less valuable information can be clarified verbally by a worker who understands the preferred language of the participant.

Expectations from Workers

Induction and Training

Inductions are a requirement for CARE GARDEN THERAPY PTY LTD workers as it illustrates how to create an adequate plan that reflects and supports the participants' needs, the right to exercise decision-making, and the risk integrity of the participants.

Workers are expected to participate in an initial induction to ensure they understand the operations and practices and expectations of CARE GARDEN THERAPY PTY LTD when delivering services of quality care. Management will assess workers through annual performance reviews. This adheres to the requirements outlined in CARE GARDEN THERAPY PTY LTD's *Human Resources Policy and Procedure*.

Where applicable, CARE GARDEN THERAPY PTY LTD workers should guide participants when making informed decisions. They may be given additional training within the workplace to further improve their skills and knowledge of caring, supporting and assisting participants.

Duty of Care

All workers of CARE GARDEN THERAPY PTY LTD understand and acknowledge their duty of care towards participants and their obligation to adhere to their duties. Workers of CARE GARDEN THERAPY PTY LTD are aware that a breach of their duty of care can result in disciplinary action.

CARE GARDEN THERAPY PTY LTD and its workers understand that certain actions or behaviours made by individuals with a disability may expose workers to risk, harm, or injury. CARE GARDEN THERAPY PTY LTD has implemented the necessary measures to manage these occurrences. Below outlines the duty of care workers and Management of CARE GARDEN THERAPY PTY LTD to enforce and adhere to; however, is not limited to:

a) Must provide an atmosphere that is considered safe and secure for all persons within CARE GARDEN THERAPY PTY LTD's facility.

b) Must take the necessary measures, precautions, and actions to ensure the environment is free from any risks, hazards, or objects that could possibly harm an individual.

c) Must consider if a participant's decision-making will pose risks to others and implement the necessary prevention measures to minimise the effects of risks or hazards.

If a participant's decision or choice is inappropriate or poses an extreme amount of risk, harm or injury to others, CARE GARDEN THERAPY PTY LTD workers may implement restrictions on the decision being exercised. If this situation arises, CARE GARDEN THERAPY PTY LTD Management should be notified immediately and the information on the event should be documented in the participant's file.

The information regarding the management of the potential risks and dangers should also be documented. If workers are unsure of how to identify potential risks or dangers as a result of a decision being made, CARE GARDEN THERAPY PTY LTD Management will intervene and assist.

Dignity of Risk

CARE GARDEN THERAPY PTY LTD and its workers understand and will ensure participants' requests for access to support cannot be rejected based on a participant's risk dignity. Where a participant makes a choice that is deemed 'at risk', the CARE GARDEN THERAPY PTY LTD is to complete a risk assessment with the participant and document it on the *Risk Register* to ensure monitoring and reviewing are continuous.

CARE GARDEN THERAPY PTY LTD and its workers understand the importance of ensuring all participants' capacity to make decisions can be exercised in a manner that is safe and secures themselves and others. CARE GARDEN THERAPY PTY LTD should involve all relevant personnel, including stakeholders, in the decision-making process and discuss all possible dangers, hazards, negative repercussions, and prospects.

Below is a detailed outline of the essential measures that CARE GARDEN THERAPY PTY LTD's workers must adopt to guarantee that all participants' decisions are carefully assessed to ensure they are appropriate for the individual's specific needs, as well as safe and reasonable to pursue in practice:

a) If a participant wants to pursue an earlier aspiration or desire that failed to succeed or wishes to engage with new aspirations, and it involves a decision to be made, workers should address Management and other relevant personnel, in which the situation and decision should be addressed.

b) Workers and significant individuals to the participant should discuss the possible negative repercussions on the participant and others because of pursuing the decision. Possible hazards, risks and injuries involved should be addressed and managed effectively.

c) If the participant's original decision is safe to pursue without causing harm, damage or injury to themselves or others, the service must adhere to the participant's decision. If the decision is not safe to pursue, workers should assess and plan ways to effectively minimise possible hazards and risks to increase the change of the participants' decision being adhered to.

During this process, all participants should be made aware of and understand the potential injuries or risks that could occur as a result of the decision. If there is a significant disagreement between the participant and their advocate, Management should be notified and become involved in the discussion, or they may suggest and organise independent mediation.

Workers of CARE GARDEN THERAPY PTY LTD should always strive to enforce and adhere to the participant's decision and will be trained to do so through inductions and training. By undertaking

inductions and training, Workers of CARE GARDEN THERAPY PTY LTD will obtain the necessary skills to assist participants in making decisions while limiting the use of restrictions.

Decision-Making for Children

A child may be eligible to make decisions on their own, with the approval of the supplied worker from CARE GARDEN THERAPY PTY LTD. A child's ability to independently make the right decisions and choices increase as the child develops. To ensure the child is capable of making these decisions, CARE GARDEN THERAPY PTY LTD will utilise the points below as a guideline when determining the child's capability:

a) If the child comprehends the relevant information regarding the decision being made.

b) The use of evidence and facts to come to an appropriate conclusion and make decisions suitable to themselves and the situation.

c) If the child understands the possible repercussions and outcomes of the choices they make.

d) If the child can effectively communicate their motivations for the decision

In addition to this, CARE GARDEN THERAPY PTY LTD's workers should consider the opinions and preferences of the child's representative, families and nominated worker while complying with legal or parental guardianship agreements. While doing so, workers must ensure they remain respectful of the child's predispositions and wishes and consider them when coming to an agreement.

Participant Autonomy

CARE GARDEN THERAPY PTY LTD recognises and respects each participant's autonomy, including their right to personal relationships, intimacy, and sexual expression, as fundamental aspects of their well-being and individuality. All participants are entitled to make choices regarding their personal lives in a manner that is safe, consensual, and in accordance with applicable laws and ethical guidelines.

CARE GARDEN THERAPY PTY LTD is committed to providing an environment that supports these rights while ensuring privacy, dignity, and freedom from discrimination or judgement. Any support or guidance provided will be sensitive, respectful, and tailored to the participant's preferences and needs.

Quality Management

Policy Review

CARE GARDEN THERAPY PTY LTD may make changes to this Policy and Procedure from time to time to improve the effectiveness of its operation. This entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year. All activities related to

service planning, delivery, and evaluation will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Participant Handbook
- Service Access Policy and Procedure
- Human Resources Policy and Procedure
- Participant Rights and Responsibility Policy and Procedure
- Participant - Risk Assessment Form
- Risk Management - Risk Assessment Template
- Risk Management - Risk Management Plan
- Risk Management - Risk Register

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 1.6 Protecting Participants from Violence, Abuse, Neglect, Exploitation, and Discrimination Policy and Procedure

Purpose

This Policy and Procedure aim to outline CARE GARDEN THERAPY PTY LTD immediate response requirements following a verbal assault, bullying, discrimination or racism or an allegation of physical or sexual abuse/assault or neglect involving a participant. The aims of this Policy and Procedure are to:

a) ensure timely and effective responses are taken to address immediate participant safety and well-being;

b) support participants who have experienced physical or sexual abuse/assault or neglect;

c) be accountable to participants for actions taken immediately and planned in response to their experience of abuse, assault or neglect or unexplained absence;

d) ensure due diligence and responsibilities to participants are met; and

e) hold perpetrators of physical and sexual abuse/assault and neglect accountable for their actions.

Scope

This *Protecting Participants from Violence, Abuse, Neglect, Exploitation, and Discrimination Policy and Procedure* apply to all CARE GARDEN THERAPY PTY LTD staff, contractors and volunteers. Legislation, regulations, and standards relevant to this Policy and Procedure include:

a) National Disability Insurance Scheme Act 2013

b) NDIS Practice Standards and Quality Indicators – Participants' Rights and Responsibilities

c) National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 [F2018L00633]

d) National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018 [F2018L00887]

e) National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018 [F2018L00632]

f) National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 [F2018L00634]

g) Family Law Act 1975 (Cwth)

h) Australian Human Rights Commission Act 1986 (Cwth)

i) Disability Discrimination Act 1992 (Cwth)

j) Racial Discrimination Act 1975 (Cwth)

k) Sex Discrimination Act 1984 (Cwth)

l) Age Discrimination Act 2004 (Cwth)

m) Privacy Act 1988 (Cwth)

n) Guide for reporting reportable assaults (Department of Health - Cwth)

o) Guide for reporting unexplained absences (Department of Health - Cwth)

Definitions

Abuse (in the context of this policy) – Verbal, physical and/or emotional mistreatment and/or lack of care of a person. Examples include sexual abuse and any non-accidental injury.

Abuser – A person who mistreats and/or harms another person.

Bullying – Repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons. Bullying occurs when one or more people deliberately and repeatedly upset or hurt another, damaging their property, reputation or social acceptance.

Child or **Young Person** – A person under 18 years of age.

Child Abuse – An act or omission by an adult that endangers or impairs a child's physical and/or emotional health and development. Child abuse can be a single incident but often takes place over time. Abuse, neglect and maltreatment are generic terms used to describe situations where a child may need protection.

Physical Abuse – When a person (including a child) suffers or is likely to suffer significant harm from an injury inflicted by another person/parent/guardian, caregiver, or adult. The injury may be inflicted

intentionally or be the consequence of physical punishment or the physically aggressive treatment of a person (including a child). Physical injury and significant harm to a person/child can also result from neglect by a parent/guardian, caregiver, or another adult. The injury may be bruises, cuts, burns, fractures, poisoning, internal injuries, shaking injuries or strangulation.

Sexual Abuse – When a person uses power or authority over another person (including a child) or inducements, such as money or special attention, to involve the other person (or child) in sexual activity. It includes a wide range of sexual behaviour, from inappropriate touching/fondling of another person/child or exposing a child to pornography to having sex with a child or a non-consenting adult.

Emotional and Psychological Abuse – Involves continuing behaviour by adults towards other adults or children, which erodes social competence or self-esteem over time. It occurs when a person engages in inappropriate behaviours, such as rejecting, ignoring, threatening, or verbally abusing a person (including a child) or allowing others to do so.

Racial, Cultural, and Religious Abuse – Conduct that demonstrates contempt, ridicule, hatred or negativity towards a person because of their race, culture or religion.

Exposure to Domestic/family Violence – When children and adults witness and experience the chronic, repeated domination, coercion, intimidation and victimisation of one person by another through physical, sexual and emotional means within intimate relationships.

Child Sex Offender – Someone who sexually abuses children and may or may not have prior convictions.

Child Protection – The term used to describe the whole-of-community approach to preventing harm to children. It includes strategic action for early intervention, protecting those considered most vulnerable and responding to all forms of abuse.

Code of Conduct – A set of rules or practices that establish a standard of behaviour to be followed by individuals and organisations. A code of conduct defines how individuals should behave towards each other and towards other organisations and individuals in the community (refer to CARE GARDEN THERAPY PTY LTD Code of Conduct Policy).

Compulsory Reporting – The legislative requirement of service providers, and the Directors and staff within them, to compulsorily report particular acts or situations in which an individual is involved. Providers must report reportable assaults (refer to the definition below) to the Police within 24 hours. Providers must also report unexplained absences (refer to the definition below).

Disclosure (in the context of this Policy) – A statement that a child or person makes to another person that describes or reveals abuse.

Discrimination – Treating a person less favourably than others in similar circumstances because of a personal attribute that has no relevance to the situation.

Age Discrimination – Discrimination on the basis of age (regardless of age) or on the basis of age-specific characteristics or characteristics generally associated with a person of a particular age.

Disability Discrimination – Discrimination on the basis of physical, intellectual, psychiatric, sensory, neurological or learning disability, physical disfigurement, disorder, illness or disease that affects thought processes, perception of reality, emotions or judgement, or results in disturbed behaviour, and presence in the body of organisms causing or capable of causing disease or illness (e.g., HIV virus).

Racial Discrimination – Discrimination based on race, colour, descent or national or ethnic origin and, in some circumstances, immigrant status.

Sex Discrimination – Discrimination based on sex, marital or relationship status, pregnancy or potential pregnancy, breastfeeding, family responsibilities, sexual orientation, gender identity or intersex status.

Sexual Harassment – Any form of unwanted, unwelcome, or uninvited sexual behaviour that is offensive, humiliating or embarrassing.

Domestic or Family Violence – The repeated use of violent, threatening, coercive or controlling behaviour by an individual against a family member(s) or someone with whom they have or have had an intimate relationship, including carers.

Duty of Care – A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonably foreseeable risk of injury. In the context of this policy, the duty of care refers to the responsibility CARE GARDEN THERAPY PTY LTD has to provide its Participants with an adequate level of care and protection against foreseeable harm and injury.

Maltreatment (in the context of this Policy) – Physical and/or emotional mistreatment and/or lack of care of a child or person. Examples include sexual abuse, witnessing family violence and any non-accidental injury.

Mandatory Reporting – The legal obligation of certain people to report when they believe, on reasonable grounds, that a child has been or is being abused or neglected.

Neglect – The failure to provide a vulnerable person with the necessities of life, such as food, clothing, shelter, medical attention or supervision, to the extent that the person's health and development are, or is likely to be, significantly harmed.

Negligence – Doing or not doing something that a reasonable person would or would not do in a certain situation, which causes another person damage, injury or loss.

Offender or **Perpetrator** – A person who mistreats and/or harms a child or person.

Reasonable Grounds – A person may form a belief on reasonable grounds that another person needs protection after becoming aware that their health, safety or well-being is at risk and the Participant's parents/guardians/family are unwilling or unable to protect them. There may be reasonable grounds for forming such a belief if:

a) a participant states that they have been physically or sexually abused;

b) a participant states that they know someone who has been physically or sexually abused (sometimes they may be referring to themselves);

c) someone who knows the Participant states they have been physically or sexually abused;

d) a participant shows signs of being physically or sexually abused;

e) the person is aware of persistent family violence or parental substance misuse, psychiatric illness or intellectual disability that is impacting the Participant's safety, stability or development;

f) the person observes signs or indicators of abuse, including non-accidental or unexplained injury, persistent neglect, poor care or lack of appropriate supervision; or

g) a participant's actions or behaviour may place them at risk of significant harm, and the parents/guardians/family are unwilling or unable to protect the individual.

Unexplained Absences – A person who is absent, and the service is unaware of any reasons for the absence. This person is considered missing.

Voluntary (Non-Mandated) Notification – A notification to the Child Protection Service by a person who believes that another person needs protection, where the notification is made from moral obligation rather than legislative obligation. The person making the notification is not expected to prove the abuse, and the law protects the anonymity of the person making the notification.

Responsibilities

Owner/CEO/Director

- Develop, implement, and regularly review the policy and procedure.
- Ensure compliance with relevant legislation and regulatory requirements.
- Allocate appropriate resources for staff training, risk management, and policy enforcement.
- Establish clear reporting mechanisms and ensure they are accessible to all participants and staff.

- Foster a culture of safety, respect, and inclusivity within the organisation.
- Oversee the investigation of serious incidents and ensure appropriate actions are taken.
- Ensure participants are aware of their rights and the steps to take if they experience harm.
- Maintain partnerships with external agencies to enhance protection measures.

Management

- Implement and monitor adherence to the policy within their teams or departments.
- Provide training and ongoing education for employees on recognising and preventing violence, abuse, neglect, exploitation, and discrimination.
- Respond promptly and appropriately to any reports of harm or risks.
- Ensure documentation of incidents and follow-up actions is thorough and secure.
- Conduct risk assessments to identify potential vulnerabilities and implement preventive measures.
- Support and guide staff in handling sensitive situations appropriately and legally.
- Promote open communication channels for participants and staff to express concerns.

Workers

- Follow all organisational policies and procedures related to participant safety and protection.
- Participate in training sessions and maintain awareness of signs of harm, abuse, and neglect.
- Act promptly to report concerns or suspicions to designated management or safeguarding officers.
- Maintain professional boundaries and respect participants' rights and dignity.
- Document any incidents accurately, confidentially, and according to procedures.
- Avoid behaviours that could lead to or be perceived as violence, abuse, neglect, or exploitation.
- Support participants by fostering a safe, inclusive, and respectful environment.
- Cooperate fully with investigations and corrective actions.

Policy

CARE GARDEN THERAPY PTY LTD takes proactive steps to prevent abuse and neglect in its services and to its participants. Staff should be aware that many participants, including children, young people, people with a disability, and older people, are at greater risk of physical and sexual assault than the general population.

CARE GARDEN THERAPY PTY LTD has a moral, ethical, and legal responsibility to ensure that all participants are safe and will provide training, resources, information, and guidance to support this. CARE GARDEN THERAPY PTY LTD is committed to:

a) ensuring that the health, safety and well-being of Participants using the service are protected at all times;

b) fulfilling its duty of care obligations under the law by protecting Participants from any reasonable, foreseeable risk of injury or harm;

c) supporting the rights of all Participants to feel safe and be safe at all times;

d) developing and maintaining a culture in which participants feel valued, respected and cared for; and

e) encouraging active participation from parents, guardians, families, and other stakeholders using the service and ensuring that best practice is based on a partnership approach with shared responsibility for Participants' health, safety, wellbeing, and development.

Procedures

Prevention

In ensuring competent staff and operations, the Directors (or delegates) will:

a) Ensure CARE GARDEN THERAPY PTY LTD employs skilled staff who respect the rights of people with disability and older people, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about services.

b) Ensure all staff, volunteers, and contractors undergo criminal history screening as per CARE GARDEN THERAPY PTY LTD's *Human Resources Policy and Procedure*.

c) Provide a safe physical environment for the delivery of services.

d) Ensure volunteers, students, parents, guardians, and other visitors are not left with sole supervision of individual participants or groups of participants (where possible) and that adequate staff-Participant ratios are maintained at all times.

e) Identify and provide appropriate resources, supervision and training to assist staff, contractors, visitors, volunteers, students and other relevant stakeholders in implementing this Policy.

In detecting signs of abuse, the Directors (or delegates) will:

a) Identify the potential for abuse at CARE GARDEN THERAPY PTY LTD and develop and implement effective prevention strategies in consultation with other staff.

b) Ensure Participants are advised of CARE GARDEN THERAPY PTY LTD obligations and requirements in relation to reporting suspicions and allegations of assault, as well as unexplained absences at their initial contact with CARE GARDEN THERAPY PTY LTD.

a) Ensure educators, staff, contractors, volunteers, and students undertake appropriate training and education on child protection and protection of other vulnerable people, including recognising the signs and symptoms of abuse, knowing how to respond, and understanding processes for reporting, obligations for mandatory reporting and managing concerns/incidents.

b) Identify the potential for any signs of abuse at CARE GARDEN THERAPY PTY LTD and developing and implementing effective prevention strategies in consultation with staff.

In complying with abuse prevention measures of CARE GARDEN THERAPY PTY LTD, staff are responsible for the following:

a) Keep up to date and comply with any relevant changes in legislation and practices about this Policy.

b) Undertake appropriate training and education on child protection, including recognising the signs and symptoms of child abuse, knowing how to respond, and understanding processes for reporting and managing concerns/incidents.

c) Undertake appropriate training and education on the abuse and neglect of other vulnerable people, including people with a disability and older people, including recognising the signs and symptoms of abuse, knowing how to respond, and understanding processes for reporting and managing concerns/incidents.

d) Protect the rights of participants and encourage their participation in decision-making.

e) Always maintain confidentiality.

Responding to Abuse, Assault, Neglect, or Unexplained Absences

Suspicions and allegations of abuse should always be treated seriously. The participant's feelings about themselves may be influenced by initial reactions to their fear and/or allegation. If abuse is disclosed, or a staff member is suspicious of abuse or becomes aware of abuse, a helpful response may include the following:

a) telling the person that you believe them;

b) making it clear that whatever has happened is not their fault;

c) reassuring the person who disclosed the abuse that they did the right thing;

d) telling the person that some people do wrong things and that the perpetrator is responsible for the abuse; and

e) doing everything possible to listen carefully to and reassure the person, including explaining the actions you will take next.

Additionally, CARE GARDEN THERAPY PTY LTD can help the participant regarding a confirmed abuse by:

a) calling the appropriate victim support services specified in the *Participant Incident Management Policy and Procedure*.

When an allegation is made, a staff member suspects abuse, or a staff member becomes aware of abuse; staff should immediately assess the situation to ensure a safe environment. Once safety is established, the priority is to care for the participant, and they must be given maximum support and assistance. Please refer to the *Participant Incident Management Policy and Procedure* for details.

Where a participant or other CARE GARDEN THERAPY PTY LTD stakeholder is subject to any form of verbal or emotional abuse (including racism, discrimination, or cultural abuse) from another participant, CARE GARDEN THERAPY PTY LTD staff will consider terminating the perpetrator's service provision by CARE GARDEN THERAPY PTY LTD's *Participant Rights and Responsibilities Policy and Procedure*.

Any verbal, racism, discrimination, or cultural abuse perpetrated by a staff member towards participants, or other CARE GARDEN THERAPY PTY LTD stakeholders will be dealt with in accordance with the Disciplinary Action provisions in CARE GARDEN THERAPY PTY LTD's *Human Resources Policy and Procedure*.

Mandatory Reporting of Child Abuse

CARE GARDEN THERAPY PTY LTD is committed to the safety and wellbeing of children and young people and recognises its legal obligation to report suspected abuse and neglect in accordance with relevant state and territory mandatory reporting laws.

All workers, including contractors and volunteers, must be aware that:

- Each state and territory in Australia has specific laws requiring certain professionals (including disability workers, registered nurses, and others) to report child abuse or suspected abuse to the relevant authorities.
- These reporting requirements apply in addition to internal reporting procedures and must be followed regardless of organisational processes.

Reporting Obligations by Jurisdiction

CARE GARDEN THERAPY PTY LTD operates in accordance with the child protection legislation applicable to the jurisdiction in which the support is being delivered, including but not limited to:

- New South Wales: Children and Young Persons (Care and Protection) Act 1998
- Victoria: Children, Youth and Families Act 2005
- Queensland: Child Protection Act 1999
- South Australia: Children and Young People (Safety) Act 2017
- Western Australia: Children and Community Services Act 2004
- Tasmania: Children, Young Persons and Their Families Act 1997
- Australian Capital Territory: Children and Young People Act 2008
- Northern Territory: Care and Protection of Children Act 2007

Attending to Medical Needs

If the victim requires immediate medical attention, a medical practitioner or ambulance should be called, or the victim should be conveyed to the nearest hospital emergency department. Where a staff member is the alleged perpetrator of abuse, assault or neglect, any medical practitioner called should be independent to CARE GARDEN THERAPY PTY LTD.

The report must be made as soon as possible, and once immediate safety and medical needs are met. All suspicions, allegations or assaults must be reported to the Director(s) immediately or as soon as possible.

After reporting to the police, every effort must be made to ensure the victim's ongoing safety and prevent any further contact with the suspected or alleged perpetrator through proactive and protective measures.

Advising Parties Involved in Police Report

When dealing with a victim of assault, the staff member or volunteer who first becomes aware of the allegation must clearly and respectfully inform the person that the matter is serious and that, in line with policy and legal obligations, the allegation will be reported to the police.

It is important to communicate this information with sensitivity and empathy, ensuring the person understands the necessity of involving law enforcement to ensure their safety and proper handling of the situation.

CARE GARDEN THERAPY PTY LTD staff should consult with police about an alleged perpetrator about whether the person should be told of the police report. It is important that any steps taken must not undermine action that police may instigate.

Contacting the Local Health Centre Regarding Sexual Assault

The National Sexual Assault, Family & Domestic Violence Counselling Line is for any Australian who has experienced or is at risk of family and domestic violence and sexual assault. Their number is 1800 737 732, and they are open 24 hours a day, 7 days a week.

In alleged sexual assault cases and once participant consent is obtained, the most senior staff member in the work area should contact the local Health Department at the same time the police are informed of the allegation.

The local Health Department should always be involved unless the participant does not want contact with this service. Where the allegation is of sexual assault and the participant is examined by a forensic medical officer or forensic nurse examiner, staff must ensure that the participant is offered the assistance and support of a counsellor-advocate from the Health Department.

If the participant is a person with a disability who lacks the capacity to provide consent, every effort should be made to obtain informed consent from the participant’s legally appointed guardian or decision-maker, where possible and appropriate.

The Health Department offers services that are entirely free of charge and provided with the highest level of confidentiality to support all victims and survivors of sexual assault. These services are inclusive and available to individuals of all genders, ensuring equitable access to compassionate care:

a) immediate crisis support, including crisis intervention, provision of information, counselling, advocacy, liaison with the department on child protection matters, police, forensic and other medical personnel, and coordination of support.

b) follow-up, longer-term counselling, advocacy, and support.

c) information regarding options and rights within the legal system.

d) information regarding medical options, including follow-up medical treatment.

e) assistance to negotiate the management of sexually transmitted infections and pregnancy arising from the assault.

f) assistance in the management of other practical consequences of the assault, such as emergency housing and compensation.

g) support and information to non-offending family members and support people.

In addition to the above activities, the Health Department also provides community education, training and specialist consultation services to relevant individuals and services to facilitate meeting the broader needs and concerns of victims/survivors of sexual assault. The Health Department can also arrange culturally specific services for victims from culturally and linguistically diverse communities.

External Reporting Contacts

A list of state and territory child protection reporting contacts is maintained by CARE GARDEN THERAPY PTY LTD and accessible to all staff. It is also included in the *Child Wellbeing and Safety Policy and Procedure – CM. 1.7.*

Training and Awareness

All staff will receive induction and refresher training on mandatory reporting responsibilities, including how to recognise signs of child abuse and the process for reporting concerns both internally and externally.

Quality Management

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedure from time to time to improve the effectiveness of its operation. This entire Policy will be reviewed in consultation with people using the service, their families, carers, and workers every year. All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Incident Management Policy and Procedure
- Incident Management - Incident Register
- Incident Management - Incident Report

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 1.7 Child Wellbeing and Safety Policy and Procedure

Purpose and Scope

The Child Wellbeing and Safety Policy and Procedure are implemented throughout CARE GARDEN THERAPY PTY LTD to ensure the children and young people who are receiving care and services of CARE GARDEN THERAPY PTY LTD remain safe and healthy. CARE GARDEN THERAPY PTY LTD is committed to ensuring additional care to all children as they acknowledge they are also extremely vulnerable and are a priority of CARE GARDEN THERAPY PTY LTD.

The Child Wellbeing and Safety Policy and Procedure entail the established protocols of CARE GARDEN THERAPY PTY LTD to maintain and ensure the safety and well-being of all participants, especially children and young people. These protocols will also include maintaining all children's rights and ensuring that they remain respected.

This extends to all workers and meets relevant laws, regulations, and standards.

Definition

Wellbeing	The state of being comfortable, healthy, or happy.
Safety	The condition of being protected from or unlikely to cause danger, risk, or injury.
Child Abuse	Physical maltreatment or sexual molestation of a child.

Policy

It is CARE GARDEN THERAPY PTY LTD's duty of care to ensure the health, safety and well-being of all children and young people while receiving all care and services of CARE GARDEN THERAPY PTY LTD. CARE GARDEN THERAPY PTY LTD understands and acknowledges that children are equivalently as vulnerable as older participants. They require the same amount, if not greater, optimal care, support and services from CARE GARDEN THERAPY PTY LTD's workers. CARE GARDEN THERAPY PTY LTD strives to maintain a safe, comfortable, and adequate environment for all children under the age of eighteen. Young people must be content and experience a safe feeling.

As child abuse can pose a sensitive topic for some, it is an important factor that needs to be addressed. CARE GARDEN THERAPY PTY LTD will establish and maintain various procedures to assist in the minimisation and attempted elimination of child abuse. Potential risks that have been identified will be attended immediately.

CARE GARDEN THERAPY PTY LTD aims to establish a clear and strict zero-tolerance for child abuse policy. All personnel must understand that all allegations, suspicions and evidence will be treated extremely seriously, and severe consequences will occur. If for any reason CARE GARDEN THERAPY PTY LTD has been given a reason to believe that potential child abuse is occurring, it is the right and responsibility of CARE GARDEN THERAPY PTY LTD‘s CEO/ Director to contact relevant emergency services and organisations.

When workers establish an agreeance of CARE GARDEN THERAPY PTY LTD‘s legislation and standards when signing their employment contract, they accept the obligation of ensuring there is no child abuse with CARE GARDEN THERAPY PTY LTD‘s operations. It becomes their newfound duty of care and the right to ensure the protection and safety of all children and young people. Workers are expected to deliver care and service ethically towards the children and adhere to this policy and procedure.

The standards and regulations of this policy and procedure must be made clearly aware to all relevant personnel. It is the responsibility of CARE GARDEN THERAPY PTY LTD to ensure that all families, representatives and other relevant parties maintain and acknowledge this important aspect of CARE GARDEN THERAPY PTY LTD‘s operations. If there are families who require this information in a different language, then CARE GARDEN THERAPY PTY LTD must be prepared to organise an advocate to translate the information or ensure printed information is transferred to the correct language. The important aspect of this policy and procedure should be included in the CARE GARDEN THERAPY PTY LTD‘s participant Handbook and should be communicated during initial meetings.

It is the right of all children and young people to be actively involved in creating decisions, especially when it can impact their lives in both negative, positive, and everyday decision-making. Where a child or adolescent is not prepared or willing to engage in decision-making that affects them, then it is highly encouraged that they engage in the decision process.

It is important that all children and adolescents feel safe, comfortable, and inclusive in all activities, care and services. If a child participant has a disability, it is essential that they are receiving the same respect, optimal care and services and are not treated any differently from any other individual. Workers must ensure that the participation, cultural awareness and environment of all children and adolescents are acknowledged and encouraged. If a child or adolescent is of Torres Strait Islander nationality or has a unique background, then workers must ensure that all are treated fairly and not discriminated against. This also refers to any individual who is known to be same-sex orientated, intersex and transgender. For more information regarding inclusion and anti-bullying of individuals, please refer to CARE GARDEN THERAPY PTY LTD‘s Fairness, Prejudice and Workplace Harassment Policy and Procedure.

The Child Wellbeing and Safety Policy and Procedure identify the correct behaviour techniques and sets out the standards which should be implemented while caring for all children and adolescents. All workers and relevant personnel must comply with CARE GARDEN THERAPY PTY LTD's Workers Code of Conduct.

Procedures

The Child Wellbeing and Safety Procedure specifies the correct actions to which all workers must adhere when delivering care, support and services to children and adolescents. It is significantly important for CARE GARDEN THERAPY PTY LTD to implement these procedures to ensure the safety, well-being, and comfort of all children.

Training Regimes

CARE GARDEN THERAPY PTY LTD understands that there are multiple procedures and protocols that must be developed, established and implemented to ensure effective, safe and adequate operations of CARE GARDEN THERAPY PTY LTD. CARE GARDEN THERAPY PTY LTD strives to offer intense and strict training and education programmes concerning the care and supervision of children and adolescents. It is vital that all workers, personnel, and volunteers understand, acknowledge, and comply with the safety obligations of providing care and services to children. CARE GARDEN THERAPY PTY LTD is committed to providing a safe, adequate, and comfortable environment for all children. This is to ensure that all children and young people are content and do not feel uncomfortable while receiving services provided by CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD educates workers on subsequent matters, recognising symptoms of damage or violence, reacting to complaints, recognising, evaluating, and mitigating child abuse threats, and identifying potential signs of child abuse.

CARE GARDEN THERAPY PTY LTD will offer ongoing education training and development for all workers to ensure all legislation updates are adhered to and are being compiled. CARE GARDEN THERAPY PTY LTD will establish safety precautions and support workers through the supervision of children. Where there are new workers, they must be routinely monitored in order to recognise whether they comprehend the dedication of CARE GARDEN THERAPY PTY LTD to child protection and acknowledge that everyone has an important role in safeguarding children and adolescents from violence and in ensuring that their conduct regarding children and adolescents is necessary or appropriate.

CARE GARDEN THERAPY PTY LTD will create an awareness regarding the significant importance of reporting all witness, suspected and surfaced child abuse allegations. All reports must be made aware to the Owner/CEO/Director, and reports will be stored in CARE GARDEN THERAPY PTY LTD's file. The affected individual's parents or legal representative should be contacted immediately after the event. There are various sources CARE GARDEN THERAPY PTY LTD will utilise in the event a child

has suffered from any form of child abuse. The sources that CARE GARDEN THERAPY PTY LTD may utilise are state police services and the Department of Health and Human Services.

Compliance with Legislation

CARE GARDEN THERAPY PTY LTD must adhere to all regulations and standards when delivering care and services. CARE GARDEN THERAPY PTY LTD understands the importance of ensuring that all the relevant procedures are implemented and maintained. CARE GARDEN THERAPY PTY LTD maintains the integrity of all legal obligations in an especially important manner, such as the protection of children and adolescents from the opportunity for sexual abuse. Individuals in CARE GARDEN THERAPY PTY LTD may perform a crime if they are aware of a potential risk of sexual abuse of children and have the authority and responsibilities to eliminate the danger but neglect to do so in a reckless manner.

Disclosing sexual abuse towards any child and adolescent is an obligation of the population in general. All personnel who have a reasonable belief that an individual has engaged in sexual offences against a child under 16 years are required by law to report that evidence to the police. The person who is establishing these allegations must report all evidence and beliefs to authorities. Failure to report these circumstances will result in serious consequences by both CARE GARDEN THERAPY PTY LTD and other authorised organisations.

Children and Adolescents

As people, we are required to make everyday decisions that will affect our lives in a both positive and negative way. CARE GARDEN THERAPY PTY LTD acknowledges that the vulnerable may require additional assistance when providing decisions that can impact their lives, health, and well-being. CARE GARDEN THERAPY PTY LTD is committed to providing optimal care, services, and guidance to all participants. CARE GARDEN THERAPY PTY LTD consistently pursues the perspectives of children and adolescents and promotes their engagement throughout the making decision process, particularly matters of health and their well-being. Evaluations will be periodically performed on the incentives for the engagement of children and adolescents and provide more guidance on decision-making methods.

When CARE GARDEN THERAPY PTY LTD conducts the recruitment process of hiring the most appropriate workers to deliver NDIS supports to participants, it is a vital part of the process to ensure all police check and records are completed thoroughly. In the event an individual has progressed to the interview section of the recruitment process, and a criminal record has been identified, then this should be made aware to CARE GARDEN THERAPY PTY LTD‘s CEO/ Director and to the individual applying for a position in CARE GARDEN THERAPY PTY LTD. The person who has a criminal record will then be given the opportunity to provide all the necessary information and evidence of the offence. This will then give authorised personnel who are interviewing to guide their decision-making and will offer sufficient information on deciding if the person is fit for the position. All individuals who are offered

opportunities to attend an interview of CARE GARDEN THERAPY PTY LTD are expected to provide mandatory police checks, as well as to work with Children's Check.

As child well-being and safety is a significant important matter of CARE GARDEN THERAPY PTY LTD, frequent education and training programmes will be provided to all workers and volunteers. These education and training programmes will include the legislation and obligations of supervising and caring for children and adolescents. CARE GARDEN THERAPY PTY LTD's Child Wellbeing and Safety Policy and Procedure will be utilised and referenced when developing training programmes. CARE GARDEN THERAPY PTY LTD will also ensure that procedures of mandatory reporting are covered throughout the training programmes. Legislation regarding the Worker's Code of Conduct will also be a vital section of the education and training programmes.

Management of Risks

It is the responsibility of CARE GARDEN THERAPY PTY LTD to ensure all potential risks and hazards remain managed, maintained, and eliminated where possible. As well as the expected Work Health and Safety risks that CARE GARDEN THERAPY PTY LTD may encounter, various protocols must be put in place regarding minimising the risk of child and adolescent abuse. CARE GARDEN THERAPY PTY LTD will ensure that these protocols are developed and established before delivering care and services to a child.

The procedures should entail the ways in which CARE GARDEN THERAPY PTY LTD strives to eliminate all potential risks of child abuse. Physical environments of CARE GARDEN THERAPY PTY LTD, which is utilised for the deliverance of care and services to children, will be assessed to ensure all potential risks are identified and actioned upon. An example of risks posed by the physical environment is if the doors are able to be locked from either the external or internal door.

It is important that CARE GARDEN THERAPY PTY LTD maintain their Risk Management Plans and reflect the currently identified risks. Once these risks have been identified, it is the responsibility of CARE GARDEN THERAPY PTY LTD's Owner/CEO/Director to attend immediately and take action against the risks. This should be read in conjunction with CARE GARDEN THERAPY PTY LTD's Risk Management Policy and Procedure.

Privacy and Confidentiality

Privacy and confidentiality are an important part of CARE GARDEN THERAPY PTY LTD's operation and standards. CARE GARDEN THERAPY PTY LTD will ensure that all personal information relating to workers, volunteers, children, and participants is segregated from individuals other than themselves and authorised personnel.

CARE GARDEN THERAPY PTY LTD will ensure that all personnel are made aware of the procedures in which their personal information is collected, stored, and maintained. The assigned authorised personnel of CARE GARDEN THERAPY PTY LTD will be the only body that is able to access personal

files. CARE GARDEN THERAPY PTY LTD's Privacy and Confidentiality Policy and Procedure should be read in conjunction with this policy and procedure.

CARE GARDEN THERAPY PTY LTD will have protocols and measures in place to guarantee the security of all private information of all children, adolescents, and participants. Everybody possesses the right to be informed how this material is collected, what is going to happen with it, and who has direct connections to it under the Privacy and Confidentiality Policy and Procedure of CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD must have systems in place to seek permission from parents and children, and adolescents for applicable services and collecting of personal data.

Positive and Negative Feedback

In the event an allegation of abuse towards a child has suffered during the deliverance of care and services by CARE GARDEN THERAPY PTY LTD, these accusations must be immediately attended to. CARE GARDEN THERAPY PTY LTD will establish and implement various measurements which should be complied with when receiving any allegation, complaints or concerns about child abuse within CARE GARDEN THERAPY PTY LTD's operations.

CARE GARDEN THERAPY PTY LTD will ensure that all workers are trained and competent on how to deal with potential accusations and apprehensions of child abuse appropriately. CARE GARDEN THERAPY PTY LTD will also provide information to all children, adolescents and their families on the correct protocols when reporting or witnessing abuse to children. They will have an understanding of the actions required to be taken when observing inappropriate behaviour of one individual to a child or have witnessed abuse.

If for any reason, a person has been given thought to believe that an incident regarding a child has surfaced within CARE GARDEN THERAPY PTY LTD, then this must be reported immediately by the person making the allegation. Various factors may contribute to individual decision-making when submitting a child abuse claim.

The first factor that may contribute to these allegations is that the child themselves has made vocal statements regarding receiving child abuse. Another factor may be that rumoured abuse is circulating through CARE GARDEN THERAPY PTY LTD and has not been made aware of two authorised personnel at that time. If a child displays concerning or unusual behaviour that is out of their typical characteristics or exhibits signs of potential child abuse, this could be an additional factor to initiate an investigation. If there have been claims made by another individual who is unwilling to report or cause possible confrontation, then the person who has been made aware now carries the responsibility of reporting the abuse allegations. If a person is not prepared to report a child abuser, then it becomes their responsibility and duty of care to report to another individual. It is essential that all alleged claims are reported.

Quality Management

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedure from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Documents relevant to this policy and procedure include:

- Feedback, Compliments and Complaints Policy and Procedure
- Fairness, Prejudice and Workplace Harassment Policy and Procedure
- Participant Incident Management Policy and Procedure
- Human Resources Policy and Procedure
- Privacy and Confidentiality Policy and Procedure
- Workers Code of Conduct Policy and Procedure
- Record and Information Management Policy and Procedure
- Risk Management Policy and Procedure

CARE GARDEN THERAPY PTY LTD can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

Section Two - Governance and Operational Management

CM. 2.1 Governance Policy and Procedure

Purpose

CARE GARDEN THERAPY PTY LTD implements the Governance Policy and Procedure to establish a systematic and organised framework that promotes professionalism and a participant-centred approach. This ensures the organisation operates in alignment with relevant standards, enabling the management team to effectively meet their recommended responsibilities.

This structured approach not only supports the smooth functioning of the organisation but also reinforces accountability from workers and ongoing growth of business. Most importantly, a productive and dependable organisational framework ensures participant wellbeing.

Scope

This Policy and Procedure provides a comprehensive overview of CARE GARDEN THERAPY PTY LTD's foundation and operations, effectively manages organisational and participant risks and emergencies, creates opportunities for continuous improvement, evaluation, and implementation while ensuring compliance with applicable laws, regulations, and standards.

Governance within CARE GARDEN THERAPY PTY LTD focuses on maintaining clarity, simplicity, and compliance for all its workers, fostering a transparent and participant-focused environment. It encompasses critical elements to maintain best practices such as audits, reviews, and reporting, which form the backbone of the organisation's operations.

Definitions

Governance – The act of managing or overseeing the operation and administration of an activity.

Worker – An individual who performs duties in a specific manner or does a certain type of activity.

Conflict of Interest – Where an employee or director has interests that could improperly influence, or be seen to influence, their decisions or actions in the performance of their duties.

Conflict – An active disagreement between people with opposing opinions or principles.

Delegation of Authority – The process by which a person or organisation assigns responsibility and grants the necessary authority to another person or group to carry out specific tasks or make decisions on their behalf.

Management – Management is the coordination and administration of tasks and people to achieve a goal.

Responsibilities

The following responsibilities are taken up by CARE GARDEN THERAPY PTY LTD employees and Owner/CEO/Director:

- Recording, accounting, and billing
- Invoices and reports
- Supervising and overseeing operations
- Upholding the quality of service provided
- Ensuring participant input in governance development
- Management of policies and procedures
- Management of hazards
- Reporting breaches
- Enduring a safe and secure workplace environment
- Management of company culture
- Management of finances and funding
- Staff management, recruitment, and performance review
- Staff training
- Feedback to workers
- Company/service supplies

Apart from this, the Owner/CEO/Director is also responsible for maintaining relationships with all company stakeholders (workers, participants, families, other businesses, community, and government) and gathering their input for a sustained level of quality and safety of services.

Policy

Organisational Structure

CARE GARDEN THERAPY PTY LTD must continue to manage and maintain all areas of the business, including services, participant management, risk management and feedback for both workers and participants, IT management, maintenance of human resources, and any financials of the CARE GARDEN THERAPY PTY LTD.

In order to guarantee secure, authenticated access and adherence to national identity assurance standards, CARE GARDEN THERAPY PTY LTD will implement the NDIS Digital ID verification standards in all participant interactions within the 'My Providers' digital ecosystem.

Comm Care by Pnyx is used for service delivery recording, monitoring, and reporting. This system makes Management for CARE GARDEN THERAPY PTY LTD much more efficient and reduces administrative work.

Xero is the system that is utilised throughout CARE GARDEN THERAPY PTY LTD to support all financial aspects. This system keeps record keeping simple. The programme is easily accessible on any device and includes automatic updates without the need to purchase software updates.

Organisational Chart

Please double click the attached organisational chart and start customising the template according to your organisational structure.

Please paste the completed organisational chart here.

CARE GARDEN THERAPY PTY LTD's Owner/CEO/Director will be responsible for making major business decisions, managing the overall operations and resources of CARE GARDEN THERAPY PTY LTD, acting as the main point of communication between management and corporate operations, and being the public face of the CARE GARDEN THERAPY PTY LTD.

The Owner/CEO/Director will elect a representative in case of their absence. This shall be communicated to all staff members and documented in the "delegation of authority" form. Please refer to the Delegation of Authority section of this Policy and Procedure for more details.

Procedures

Qualifications and Experience

Prior to recruitment, all workers and management will need to have their qualifications reviewed as well as assessed for the necessary skillset.

Management

It is preferable that any new management personnel of CARE GARDEN THERAPY PTY LTD have had previous management skills or extensive knowledge in their specific work area. However, this will be decided upon by the Owner/CEO/Director or existing management – such as a Human Resources Manager.

Disability Support Workers (DSWs)

With reference to the *Human Resources Policy and Procedure*, all CARE GARDEN THERAPY PTY LTD workers will be required to partake in an orientation;

- awareness is continuously maintained through ongoing training and support
- external training opportunities, and opportunities for advancement.

Personal Growth Skills

To keep a record of workers' performance, assessments will be made to assist in their ongoing improvement and development. CARE GARDEN THERAPY PTY LTD will ensure to conduct its services with professionally trained workers equipped to deal with relevant situations. The Management Team must ensure that they are able to efficiently meet the duties of the team.

To ensure that the performance and abilities of the Owner/CEO/Director and Management continue to improve and develop, performance reviews will be conducted by the management team. The management team must also have their performance reviewed; this can be done by the Owner/CEO/Director or through external sources. This eliminates the possibility of fraud within the business and allows for authority improvement and development.

Delegation of Authority

CARE GARDEN THERAPY PTY LTD has a documented system to ensure continuity of operations during the absence of a usual position holder by delegating responsibilities and authority to a suitably qualified individual.

All delegations are;

- formalised in writing using the Delegation of Authority Form and
- recorded in an Employee and Risk Assessed Roles Register, and approved by the governing body or relevant manager.

This system ensures accountability, consistency, and uninterrupted decision-making, particularly for matters impacting participant supports and organisational compliance.

Conflict of Interest

Workers should avoid any disputes with their personal interests or any other individual's interests and their duties to CARE GARDEN THERAPY PTY LTD. To monitor and enforce this, CARE GARDEN THERAPY PTY LTD will require all workers to partake in training specific to conflicts. This training shall include;

- conflict of interest and
- dealing with disputes.

Training will consist of how to appropriately report and deal with conflict issues, as well as diffusion methods. The training plan must be continuously updated and managed to ensure relevance. As conflicts can lead to legal consequences, this aspect of training is crucial to ensure the safety of all workers and participants.

Governance and Policy Development

Participant Experience

The governing body is committed to ensuring that people with disability are actively engaged in the governance and decision-making processes of the organisation. This includes providing meaningful opportunities for individuals with lived experience of disability to contribute their perspectives, insights, and expertise. The organisation values the unique knowledge and experience that people with disability bring, recognising this as essential to delivering high-quality, participant-centred supports.

Facilitation

To facilitate this, the governing body will establish inclusive practices such as;

- regular consultation forums,
- advisory committees, or
- focus groups specifically for participants and their representatives.

These platforms will enable people with disability to provide input into the development and review of organisational policies, procedures, and practices that directly impact the provision of supports and the protection of participant rights.

Feedback collected through these processes will be systematically reviewed and integrated into decision-making at the governance level. Please refer to the *Feedback and Complaints Management Policy and Procedure* for more information on feedback and complaints process.

Best Practices

The organisation will establish clear policies and procedures to ensure consultations are inclusive and culturally appropriate.

- This includes conducting regular assessments to identify and address barriers related to communication, accessibility, and the use of assistive technologies.
- Training programmes will be provided to staff and governing body members to enhance their awareness of diverse needs and preferences, enabling them to create inclusive and supportive consultation processes.
- Additionally, the organisation will actively seek feedback from participants to continuously refine its approach and ensure meaningful engagement.

The organisation will incorporate a robust evaluation system to review and update its governance framework regularly. This process will include;

- consultations with people with disability and

- mechanisms such as advisory groups, surveys, and focus groups will be implemented to gather insights and promote active participation, ensuring participant perspectives directly influence decision-making and organisational practices.

By fostering a culture of continuous improvement and collaboration, the organisation reinforces its commitment to upholding inclusion, dignity, and the empowerment of people with disability at every level.

Quality Management

Audit and Review

Regular audits and reviews of the organisational structure, governance responsibilities, conflicts of interest, delegation of authority, financial obligations, and participant influence to governance development should be conducted by designated personnel to ensure compliance with the policy and quality standards.

Continuous Improvement

Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers, and workers every year. CARE GARDEN THERAPY PTY LTD may make changes to this policy and procedure from time to time to improve the effectiveness of its operation.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders and their feedback. Feedback for improvement should be provided to the Management. The Management must review and act upon the recommendations accordingly.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Governance - Organisational Chart, Position Descriptions, and Risks Associated
- Governance - Employee and Risk Assessed Roles Register
- Governance - Delegation of Authority Form
- Governance - Conflict of Interest Register
- Governance - Conflict of Interest Declaration
- Governance - Continuous Improvement Plan
- Governance - Continuous Improvement Register

- Complaints and Feedback - Company Feedback Form
- Complaints and Feedback - Complaints and Feedback Register
- Complaints and Feedback - Complaints Process Checklist
- Risk Management - Risk Management Plan
- HRM - Staff Training Plan

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.2 Conflict of Interest Policy and Procedure

Purpose

CARE GARDEN THERAPY PTY LTD has developed this Policy and Procedure to serve as a guiding framework for identifying, managing, and resolving conflicts of interest effectively. This document outlines the protocols and processes to be followed in any situation where conflicts may arise. It reinforces CARE GARDEN THERAPY PTY LTD's commitment to ethical conduct, transparency, and the responsible management of such matters.

CARE GARDEN THERAPY PTY LTD ensures that all conflicts are handled with integrity, promoting trust, fairness, and accountability in its operations. This Policy and Procedure reflects CARE GARDEN THERAPY PTY LTD's dedication to fostering a culture of honesty and professionalism.

Scope

This Policy and Procedure applies to all employees, contractors, board members, and volunteers involved in delivering NDIS services on behalf of CARE GARDEN THERAPY PTY LTD. This Policy meets all relevant laws, regulations, and standards.

This Policy and Procedure covers any situation where personal, professional, or financial interests could influence, or appear to influence, decisions or actions, ensuring compliance with NDIS standards and promoting fairness and transparency.

Definitions

Conflict of Interest – A situation in which a person is in a position to derive personal benefit from actions or decisions made in their official capacity.

Due Diligence – Reasonable steps were taken by a person to avoid committing a tort or offence.

Disclosure – The action of making new or secret information known.

[Include the definitions below if CARE GARDEN THERAPY PTY LTD provides Support Coordination/Plan Management (SCPM), remove otherwise].

Support Coordination – This helps NDIS participants understand and manage their plans, connect with supports, and build capacity to coordinate their own services.

Specialist Support Coordination – This is for participants with more complex needs, offering specialised support to manage crises, coordinate multiple services, and navigate complex systems.

Responsibilities

Owner/CEO/Director

- Establish and maintain a robust Conflict of Interest Policy and Procedure.
- Ensure compliance with NDIS Practice Standards and relevant regulations.
- Provide training and resources to support staff in identifying and managing conflicts of interest.
- Monitor and review conflict of interest declarations and ensure appropriate management strategies are implemented.
- Promote a culture of transparency, integrity, and accountability across the organisation.
- Take appropriate action to resolve conflicts of interest, including escalating issues where necessary.

Management

- Ensure all team members understand and comply with the Conflict of Interest Policy and Procedure.
- Provide regular training and guidance to staff on identifying, disclosing, and managing conflicts of interest.
- Review and assess disclosed conflicts of interest, including actual, potential, or perceived conflicts.
- Develop and implement strategies to manage identified conflicts of interest to mitigate risks to participants and the organisation.
- Maintain a Conflict of Interest Register to document disclosures and management actions.
- Regularly monitor and review conflict of interest management strategies to ensure their effectiveness.
- Foster a culture of transparency, integrity, and compliance with NDIS standards.
- Support employees in addressing any concerns or uncertainties regarding conflicts of interest.

Worker

- Familiarise themselves with the Conflict of Interest Policy and Procedure and participate in relevant training.
- Identify and disclose any potential, actual, or perceived conflicts of interest to management promptly.
- Avoid situations where personal, professional, or financial interests may compromise their ability to act in the best interests of participants.
- Follow management instructions and agreed-upon strategies for managing identified conflicts of interest.
- Maintain transparency and professionalism in all dealings with participants, stakeholders, and colleagues.
- Seek guidance from management when unsure about a potential conflict of interest.

Policy

CARE GARDEN THERAPY PTY LTD uses the Conflict of Interest Policy and Procedure to ensure appropriate measures are in place to identify, manage, and minimise conflicts of interest, promoting transparency and ethical practices.

This Policy and Procedure specifies how CARE GARDEN THERAPY PTY LTD will function through truthfulness, accountability and honesty. CARE GARDEN THERAPY PTY LTD strives to develop and implement the correct standards and protocols to ensure there are no potential risks of conflict of interest between relevant parties.

Where considered necessary, disclosure of information for suspected or established conflicts of interest will be monitored and dealt with. This is to ensure that all care, services, and operations of CARE GARDEN THERAPY PTY LTD are kept at optimal quality and do not become affected.

Procedures

This Conflict of Interest Policy and Procedure outlines the considerations an individual must consider when situated at CARE GARDEN THERAPY PTY LTD, as well as performing all care and services. CARE GARDEN THERAPY PTY LTD adopts certain measurements to prevent any potential internal issues that may surface throughout the duration of operations.

Navigating Considerations and Managing Requirements

All workers must avoid getting involved in any situation that conflicts with CARE GARDEN THERAPY PTY LTD's duties and the participants they support. When an individual must make a decision, workers should consider many aspects that could impact themselves or others.

Workers shall not accept any cash gifts, incentives or grants that may interfere with their willingness or preparation to behave in the participants' best interests. Neither will they instantly or implicitly take the opportunity of their circumstance to gain a personal benefit or benefit to another person or goods.

They should consider if friends or families rendered revenue in the future if they are involved in a matter. They should contemplate if they have any professional or private concerns in issues that could conflict or be interpreted as conflicting with their duties.

It is also essential to consider how others may interpret their participation; concerns may be voiced by anyone related to CARE GARDEN THERAPY PTY LTD. For example, suppose a worker believes the participant is not of sound mind and unable to make personal decisions based on their health and support. In that case, an advocate may be utilised for further examination.

Communication and Interpretation Requirements

There are many different methods for informing personnel on information regarding conflict of interest. Information that needs to be taught should be delivered through simple forms of documentation that are easy to understand. CARE GARDEN THERAPY PTY LTD should utilise forms of documentation such as handbooks or manuals, pamphlets, brochures, digital advertisements, pictures, and diagrams.

It is essential that CARE GARDEN THERAPY PTY LTD also accommodate those with language barriers or simply do not use English as their language of choice. As well as written documentation being given to assist with the understanding of conflict of interests, verbal sessions may be required.

Guidance and Further Support

Workers of CARE GARDEN THERAPY PTY LTD must not provide their opinion, thoughts, and judgment to participants as this could affect their initial choice. Although advice is permitted, it must not come from a negative intention. Guidance and details on assistance options given to CARE GARDEN THERAPY PTY LTD must be reliable, clear, and relevant. All participants must be treated similarly, and favourable treatment should not be provided.

[Include the paragraphs and table below if CARE GARDEN THERAPY PTY LTD provides Support Coordination/Plan Management (SCPM), remove otherwise].

CARE GARDEN THERAPY PTY LTD's personnel should offer guidance and support in accordance with participants' needs and requests whereSupport Coordination or Plan Management (SCPM) is

provided. CARE GARDEN THERAPY PTY LTD and workers must supply correct and accurate information.

The information should be precise when informing relevant personnel of the intellectual and performance ability, capability, and credentials a worker of CARE GARDEN THERAPY PTY LTD retains. Secondly, due diligence is essential when Support Coordination and Plan Management (SCPM) are needed.

Evidence given to help the decision-making of respondents may include:	Classifications of cost for different support possibilities.
	Feedback from individuals on the assistance they have attained.
	Risks and benefits of different services.
	Documents and records.

Reporting, Documentation, and Resolution

Should the situation arise where there is a conflict of interest, it must be escalated to the Owner/CEO/Director for management. If the conflict of interest is minor, however, the Owner/CEO/Director may delegate a member of the Management Team to find a resolution.

If the conflict is unavoidable, workers must disclose it to the Owner/CEO/Director as soon as they are informed of it. Workers who are uncertain if there is a conflict shall seek guidance from either the Owner/CEO/Director or a delegate. Conflicts of interest must be registered and tracked in CARE GARDEN THERAPY PTY LTD's *Risk Assessment and Register*.

[Include the paragraph below if CARE GARDEN THERAPY PTY LTD provides Support Coordination/Plan Management (SCPM), remove otherwise].

Conflict of interests relating to provision of support, support coordination, and specialist support coordination will be documented on the *Conflict of Interest Register* attached to the supporting documents. This Register maintains a running document of all ongoing or potential conflicts to reduce risk and increase transparency.

Informing the Participant's Network

Workers must disclose all conflicts about issues that may influence the provided services to all appropriate stakeholders or prospective participants. It includes rows of interest in financial, corporate or private affairs and any business concerns that CARE GARDEN THERAPY PTY LTD has with other organisations.

CARE GARDEN THERAPY PTY LTD will ensure that all relevant personnel are made aware and have an understanding of conflicts of interests. Relevant personnel are to consider those who are participants, their families, chosen representatives and advocates.

Managing Provision of Supports

[Include the first two paragraphs below if CARE GARDEN THERAPY PTY LTD provides Support Coordination/Plan Management (SCPM), remove otherwise].

Where Support Coordination and/or Plan Management (SCPM) is required for the delivery of services to a participant, an apparent separation needs to be established between CARE GARDEN THERAPY PTY LTD's personnel and the Support Coordination and/or Plan Worker's Management organisation.

CARE GARDEN THERAPY PTY LTD should ensure that personnel delivering direct services to participants, such as personal care or therapy, are not also responsible for managing or coordinating the participant's NDIS plan. This separation helps maintain objectivity, reduces conflicts of interest, and ensures each role is performed independently and without bias.

CARE GARDEN THERAPY PTY LTD's *Governance and Disputes and Grievances Policies and Procedures* should be utilised as a reference for maintaining the expected separation of provision of supports. If a participant requires several services, then they should be offered the option as to whether they may need to utilise various providers.

CARE GARDEN THERAPY PTY LTD has adopted various methods and tactics when a dispute has become present. Where a situation with NDIS participants and Plan Management experience disputes of any kind, there are strategies in place to resolve the occurring issue.

CARE GARDEN THERAPY PTY LTD will establish and enforce strategies that will be utilised as a guide for participants in the event a conflict of interest has surfaced and needs to be dealt with. A participant may wish to select another organisation if they have experienced a conflict of interest. It is essential that the participant's choice of going elsewhere is respected.

CARE GARDEN THERAPY PTY LTD will be guided by the Dignity of Risk provision under the *Governance Policy and Procedure* and the *Decision-Making and Choice Policy and Procedure* to ensure that participant decisions regarding supports and services are fully respected and followed through.

All referrals to and from other service providers must be documented for each participant. This includes recording the details of the referral, the reasons for the referral, and any follow-up actions taken. CARE GARDEN THERAPY PTY LTD will refer to the *Exit and Transition Planning* and *Information, Referral, and Advice Policies and Procedures* for procedure details.

Documentation should be maintained in the participant's file and updated promptly to ensure a complete and accurate record of the participant's support network and services provided. This ensures transparency, continuity of care, and compliance with relevant NDIS requirements.

Managing Funding

It is significantly essential that all participants' funding and expenses are monitored and utilised correctly. CARE GARDEN THERAPY PTY LTD will adhere to the *Financial Management Policy and Procedure* to ensure the monetary aspect of a participant is being handled accordingly.

The individual funding of a participant that CARE GARDEN THERAPY PTY LTD utilises when delivering care and services must be in accordance with the initial intent. All funding and expenses must be recorded and accounted for and must reflect each transaction made.

Living Arrangements

Supported Independent Living (SIL) [Remove if Supported Independent Living (SIL) is not provided]

Participants who require services of Supported Independent Living (SIL) must be offered various alternatives to enable the correct suppliers to have been appointed to them when delivering care and services.

Like all people who make decisions, participants' choice of care assistance needs to be respected, and their care requirements must be adhered to. Where SIL has been delivered and provided to participants in CARE GARDEN THERAPY PTY LTD‘s premises, all personnel must be taught to ensure all understand the principles regarding conflict of interests and the strategies in place to deal with it.

Specialist Disability Accommodation (SDA) [Remove if Specialist Disability Accommodation (SDA) is not provided]

Workers are expected to help participants identify the difference between Special Disability Accommodation (SDA) and other NDIS providers. Where participants reside in CARE GARDEN THERAPY PTY LTD for SDA purposes, options must be given to those for utility functioning and must reflect and adhere to their facility rights.

Under some circumstances, CARE GARDEN THERAPY PTY LTD may provide both care and services of SDA and other NDIS to the same individual. If this situation is present for a participant, then workers must state it and create awareness that they are receiving both SDA and other NDIS services. Strategies for dealing with conflict of interest should be thoroughly explained and ensure that they understand.

Quality Management

Conflict of Interest Documentation

CARE GARDEN THERAPY PTY LTD is committed to continually improving the procedures related to Conflict of Interest management. This includes regularly reviewing the use of Conflict of Interest Declaration Forms and the Conflict of Interest Register to ensure they are being utilised effectively.

All staff and relevant parties will be encouraged to complete declaration forms accurately and promptly, and the Conflict of Interest Register will be monitored and updated as necessary. Feedback from staff and stakeholders will be sought to refine and enhance these procedures, ensuring transparency and compliance with NDIS standards.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedure from time to time to improve the effectiveness of its operation. This entire Policy will be reviewed in consultation with people using the service, their families, carers and workers every year. All activities related to service planning, delivery, and evaluation will include workers, participants, other stakeholders, and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Decision-Making and Choice Policy and Procedure
- Governance Policy and Procedure
- Financial Management Policy and Procedure
- Arrangement and Staffing and Continuity of Supports Policy and Procedure
- Exit and Transition Planning Policy and Procedure
- Information, Referral, and Advice Policy and Procedure
- Risk Assessment and Register
- Conflict of Interest Register
- Conflict of Interest Declaration Form

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.3 Compliance Policy and Procedure

Purpose

The aim of this Policy and Procedure is to ensure CARE GARDEN THERAPY PTY LTD and its workers are compliant with the applicable standards, laws, and regulations, including NDIS Practice Standards and the NDIS Code of Conduct.

This is done to ensure CARE GARDEN THERAPY PTY LTD can effectively promote and provide quality care for all participants. A breach of compliance may result in the NDIS Commission investigating and resolving the situation in accordance with the Compliance Pyramid (*see below*).

Scope

This Policy and Procedure extends to all workers. CARE GARDEN THERAPY PTY LTD and its workers will adhere to the NDIS standards and take relevant measures to ensure there is no breach of compliance. It is imperative for CARE GARDEN THERAPY PTY LTD and its workers to maintain a positive attitude and utilise the capabilities of all workers to provide the most efficient care for their participants.

Definitions

Compliance – Compliance is the state of following established guidelines or specifications, or the process of becoming so.

Breach – An act of breaking or not adhering to a law, agreement, or code of conduct.

Repercussion – An unintended consequence of an event or action, especially an unwelcome one.

Investigation – The action of investigating something or someone; formal or systematic examination or research.

Responsibilities

Management

- Regularly update compliance policies to align with laws, regulations, and best practices.
- Establish processes for monitoring and auditing compliance performance.
- Monitor compliance activities and ensure accountability across all levels.

- Provide leadership to foster a strong culture of compliance.
- Promote awareness of compliance obligations and organisational policies.
- Encourage ethical behaviour and informed decision-making in the workplace.
- Appoint a compliance officer or assign a responsible team for compliance management.
- Conduct regular compliance training for staff and contractors.
- Identify and assess compliance risks in organisational operations.
- Develop and apply strategies to mitigate compliance risks.
- Resolve compliance issues identified through audits or reports promptly.
- Set up mechanisms for reporting compliance breaches or concerns.
- Investigate incidents and take corrective actions promptly.
- Maintain accurate records of compliance activities, including training and audits.
- Report compliance outcomes and incidents to relevant authorities.
- Engage with regulators and stakeholders to ensure ongoing compliance.
- Use feedback to continuously improve compliance systems.

Worker

CARE GARDEN THERAPY PTY LTD's workers must adhere to the;

- the NDIS Practice Standards and Quality Indicators and
- the NDIS Code of Conduct for Workers.

The staff must complete induction training to ensure they are aware of the possible repercussions of a breach of compliance. All compliance breaches must be reported to the Owner/CEO/Director.

Policy and Procedures

Compliance Requirements

To fully comply with the requirements, CARE GARDEN THERAPY PTY LTD will implement these measures within their service to ensure all participants are receiving the standard quality care they deserve. By doing so, CARE GARDEN THERAPY PTY LTD and its workers are able to adhere to the requirements of compliance, thus preventing an occurrence of a breach.

NDIS Practice Standards and Quality Indicators

CARE GARDEN THERAPY PTY LTD will ensure to implement and adhere to the NDIS Practice Standards and Quality Indicators to provide all participants with high-quality, safe, and participant-centred services to people with disabilities in Australia. They set the benchmark for service delivery by outlining clear expectations for providers and ensuring consistent standards across the sector.

CARE GARDEN THERAPY PTY LTD will maintain certification against these Standards every three years. Maintenance audits are undertaken on a 12-18-month basis based on the services provided. The following outlines the NDIS Practice Standards and Quality Indicators that CARE GARDEN THERAPY PTY LTD will implement and adhere to:

Schedule 1 – Core Module	1. Rights and Responsibilities 2. Provider Governance and Operational Management 3. Provision of Supports 4. Provision of Supports Environment
Schedule 2 – Module 1 [High-Intensity Daily Personal Activities (HIDPA)] [Remove section if this service isn't provided]	- Complex Bowel Care - Enteral Feeding and Management - Severe Dysphagia - Tracheostomy Management - Urinary Catheter Management - Ventilator Management - Subcutaneous Injections - Complex Wound Management
Schedule 3 – Module 2 [Specialist Behaviour Support (SBS)] [Remove section if this service isn't provided]	- Behaviour Support in the NDIS - Restrictive Practices - Functional Behaviour Assessments and Behaviour Support Plans - Supporting the Implementation of the Behaviour Support Plan - Behaviour Support Plan Monitoring and Review - Reportable Incidents involving the Use of a Restrictive Practice - Interim Behaviour Support Plans
Schedule 4 – Module 2A [Implementing Behaviour Support Plans] [Remove section if this service isn't provided]	- Behaviour Support in the NDIS - Regulated Restrictive Practices - Supporting the Assessment and Development of Behaviour Support Plans - Behaviour Support Plan Implementation - Monitoring and Reporting the Use of Regulated Restrictive Practices - Behaviour Support Plan Review - Reportable Incidents Involving the Use of a Restrictive Practice - Interim Behaviour Support Plans

Schedule 5 – Module 3 [Early Childhood Supports (ECS)] [Remove section if this service isn't provided]	- The Child - The Family - Inclusion - Collaboration - Capacity Building - Evidence – Informed Practice - Outcome-Based Approach
Schedule 6 – Module 4 [Specialised Support Co-ordination (SSC)] [Remove section if this service isn't provided]	- Specialised Support Co-ordination - Management of a Participant/s NDIS Supports - Conflict of Interest
Schedule 7 – Module 5 [Specialist Disability Accommodation (SDA)] [Remove section if this service isn't provided]	- Rights and Responsibilities - Conflict of Interest - Service Agreements with Participant/s - Enrolment of SDA Properties - Tenancy Management

For more information, a copy of the NDIS Practice Standards is available at:

https://www.ndiscommission.gov.au/providers/registered-ndis-providers/provider-obligations-and-requirements/ndis-practice-standards#paragraph-id-2413

NDIS Code of Conduct

The NDIS Code of Conduct for workers and service providers is a set of ethical guidelines that outlines the expected behaviour and responsibilities of all individuals working within the National Disability Insurance Scheme (NDIS). It is designed to ensure that workers and service providers deliver safe, high-quality, and participant-centred services while upholding the rights, dignity, and well-being of people with disabilities.

CARE GARDEN THERAPY PTY LTD will enforce the necessary measures and strategies to ensure the NDIS Code of Conduct is thoroughly implemented within its procedures. All workers are expected to follow and adhere to these procedures, thus achieving the best possible quality of care for their participants.

For more information on the NDIS Code of Conduct, refer to the following:

https://www.ndiscommission.gov.au/rules-and-standards/ndis-code-conduct

Elements

The Code's elements emphasise dignity, choice, and control for participants while safeguarding them from harm, abuse, or exploitation. By adhering to these principles, NDIS providers and workers create a supportive, respectful, and participant-centred environment:

a) Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.

b) Respect the privacy of people with disability.

c) Provide supports and services in a safe and competent manner, with care and skill.

d) Act with integrity, honesty and transparency.

e) Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.

f) Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.

g) Take all reasonable steps to prevent and respond to sexual misconduct.

h) Prohibition on charging and representing higher prices for the supply of goods for NDIS participants.

Difference Between For Workers and For Providers

The NDIS Code of Conduct for Workers and the NDIS Code of Conduct for Providers are both designed to ensure ethical, safe, and high-quality services for NDIS participants. However, their focus and application differ based on the roles and responsibilities of workers versus providers. Here's a comparison:

Aspect	For Workers	For Providers
Purpose	Focuses on the individual behaviour and ethical responsibilities of workers providing support or services to NDIS participants which ensures workers act professionally to uphold participant rights and prevent harm or exploitation.	Focuses on the organisational responsibilities of providers delivering NDIS services which ensures that systems, policies, and processes are in place to enable safe, compliant, and high-quality service delivery.
Scope	Applies to all workers delivering NDIS services, including: support workers, sole traders, volunteers,	Applies to NDIS providers (registered or unregistered)

	contractors, and employees of registered and unregistered providers.	responsible for managing and delivering services to participants.
Key Responsibilities	Workers must: treat participants with respect and dignity; uphold participants' rights, including choice and control; provide safe and competent services; maintain privacy and confidentiality; and prevent and report abuse, neglect, or exploitation.	Providers must: establish policies, procedures, and training to ensure compliance with the Code; provide workers with a safe and supportive workplace; ensure governance systems and processes promote ethical service delivery; manage complaints, risks, and incidents effectively; and comply with all legal, ethical, and regulatory obligations.
Accountability	Workers are personally accountable for their actions and adherence to the Code. Breaches may result in disciplinary action, including warnings, suspension, or bans from working within the NDIS.	Providers are accountable for ensuring their organisation operates in alignment with the Code. Breaches may result in fines, suspension, deregistration, or legal action by the NDIS Quality and Safeguards Commission.

Jurisdiction

The NDIS Code of Conduct must be followed by:

a) registered NDIS providers, their key personnel and NDIS workers,

b) unregistered NDIS providers, their key personnel and NDIS workers,

c) providers delivering information, linkages, and capacity building (ILC) activities,

d) providers delivering Commonwealth Continuity of Support programmeme services for people over the age of 65, and

e) NDIS Commission employees.

Compliance Breaches

CARE GARDEN THERAPY PTY LTD and its workers understand and acknowledge the seriousness of a breach of compliance and will implement these necessary measures to ensure all compliance breaches are managed efficiently and effectively:

a) Upon detection of a compliance breach or possible compliance breach, workers must inform the current management of the occurrence.

b) The information regarding the violation will be disclosed to CARE GARDEN THERAPY PTY LTD's Owner/CEO/Director, who is responsible for monitoring and documenting the breach using the Incident Register.

c) If a worker of CARE GARDEN THERAPY PTY LTD is the person responsible for the breach, they may have to regularly report to their assigned delegate, who is responsible for monitoring and reporting their behaviour and actions to the Owner/CEO/Director.

d) Information regarding the developments or succeeding events will also be reported and documented in the Incident Register.

e) In case of a minor compliance breach, it is the responsibility of the Owner/CEO/Director to investigate and resolve the issue in order to restore compliance and provide security within CARE GARDEN THERAPY PTY LTD.

f) If the compliance breach is serious in nature, the NDIS Commission must be notified and they are likely to intervene.

    i) An investigation will be conducted to decide the seriousness of the violation, and penalties will be distributed accordingly.

    ii) CARE GARDEN THERAPY PTY LTD will support the investigation and provide the Commissioner with all relevant information and documents regarding the compliance breach.

NDIS Commission Compliance Pyramid

The purpose of the compliance pyramid is to illustrate the possible repercussions of a compliance breach. The NDIS Commission utilises the pyramid to ensure a proportionate and responsive approach to regulation is implemented when handling breaches.

CARE GARDEN THERAPY PTY LTD and its workers are aware of and understand (a) the possible repercussions of a major or minor compliance breach (b) that compliance breaches are to be handled by the NDIS Commission, where they may investigate and resolve matters using the Compliance Pyramid. This includes issues involving registered and unregistered providers and workers.



Quality Management

Audit and Review

CARE GARDEN THERAPY PTY LTD may make changes to this Policy and Procedure from time to time to improve the effectiveness of its operation and to ensure it remains aligned with best practices, regulatory requirements, and organisational goals.

This entire policy will be reviewed in consultation with people using the service, their families and carers, workers, and external auditors generally every year. All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders and their feedback.

Continuous Improvement

CARE GARDEN THERAPY PTY LTD‘s Owner/CEO/Director oversees and reviews the compliance of CARE GARDEN THERAPY PTY LTD and is accountable for; improving compliance across all CARE GARDEN THERAPY PTY LTD practices, cultivating a compliance-conscious atmosphere through changes to appropriate demands and regular data exchange sessionson worker meeting agendas, and continuing to ensure that workers are aware of their compliance obligations.

Compliance issues are tracked by the Owner/CEO/Director utilising CARE GARDEN THERAPY PTY LTD‘s Incident Register to support service enhancements, triggering internal inspections. The Owner/CEO/Director also monitors changes to CARE GARDEN THERAPY PTY LTD‘s compliance requirements through regular legislation checks, communication with relevant government agencies, and checking of appropriate feedback databases.

Items for improvement from incidents and feedback must be acted upon by the Owner/CEO/Director and/or. These changes must reflect in the organisation's systems, policies and procedures, and everyday practices as soon as practicable. DSWs will be informed as soon as possible when appropriate changes are made.

Supporting Documents

Documents relevant to this Policy and Procedure include:

- CARE GARDEN THERAPY PTY LTD's NDIS Certificate of Registration
- NDIS Practice Standards and Quality Indicators
- NDIS Code of Conduct
- NDIS Commission Compliance Pyramid
- Incident Management - Incident Report Form
- Incident Management - Investigation Report Form
- Incident Management - Incident Register
- Complaints and Feedback - Company Feedback Form
- Complaints and Feedback - Complaints and Feedback Register
- Complaints and Feedback - Complaints Process Checklist
- Governance - Continuous Improvement Plan
- Governance - Continuous Improvement Register
- Risk Management - Risk Management Plan
- HRM - Staff Training Plan

Acknowledgement

By signing this document, I acknowledge that I have read and understood this Compliance Policy and Procedure, I shall comply with this Policy and Procedure, and that CARE GARDEN THERAPY PTY LTD could change or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.4 Financial Management Policy and Procedure

Purpose and Scope

The outlined Financial Management Policy and Procedure sets out how CARE GARDEN THERAPY PTY LTD maintains sound Financial Management within the organisation. It supports the provision of services and activities for participants as well as provides CARE GARDEN THERAPY PTY LTD with the right guidelines to manage the organisation's finances. This ranges from reports, data analysis, payment, etc.

This policy and procedure ensure that funds, financials and data are managed securely and responsibly. CARE GARDEN THERAPY PTY LTD understands that all means of financials must be recorded, documented, and implemented in the most appropriate manner depending on the individual requirements. Financials can range from reports, statements, receipts, superannuation, pay, insurance, and correct record keeping.

CARE GARDEN THERAPY PTY LTD always aims to operate by following the NDIS Standards, legislation, rules and regulations regarding sound Financial Management.

CARE GARDEN THERAPY PTY LTD acknowledges that requirements must be followed, adhered to and implemented. These requirements include, however, these are not limited to:

- Management of all Financial Aspects
- Auditing and Reporting
- Accounting for the organisation as well as workers
- Insurances
- Financial Administration
- Sound Control and Review Techniques
- CARE GARDEN THERAPY PTY LTD ensures all workers implement strict protocols within the organisation in order to minimise the opportunity for misuse, theft, fraud, or exploitation.

This extends to all workers and meets relevant laws, regulations and standards.

Definitions

Insurance	Insurance is a legal agreement between two parties – the insurer and the insured, also known as insurance coverage or insurance policy. The insurer provides financial coverage for the losses of the insured that he/she/they may bear under certain circumstances.

Asset	Assets are resources that either an individual or a company uses. For example, someone's personal assets may include their work experience or a life insurance policy. On the other hand, a business's assets are things the company can use to generate revenue.
Transactions	A transaction is a completed agreement between a buyer and a seller to exchange goods, services, or financial assets in return for money or other forms of currency.
Expenditure	The act of spending (as money, time, or energy) : something that is spent.
Budget	an estimate of income and expenditure for a set period.
Petty Cash Float	Petty cash, also known as a cash float, is a small amount of cash that is kept on hand by a business for the purpose of paying for small, unexpected expenses.

Policy

The Financial Policy aims to ensure CARE GARDEN THERAPY PTY LTD ensures correct Financial Management beneficial to both the participants and the organisation. It sets out the protocol all personnel of CARE GARDEN THERAPY PTY LTD must abide by and adhere to. It is in accordance with the Australian Accounting Standards and the regulations set out by the NDIS. CARE GARDEN THERAPY PTY LTD employs Service Agreements to ensure all the participants' required Financial Management strategies are set out clearly and incorporated when providing care and service.

CARE GARDEN THERAPY PTY LTD implements the use of a Preferred Suppliers List when purchasing items, objects or goods used for specific requirements in care and service provision. CARE GARDEN THERAPY PTY LTD understands the need to obtain any invoices and receipts for these purchases. CARE GARDEN THERAPY PTY LTD also understands that any purchases made by CARE GARDEN THERAPY PTY LTD allow the goods, items, objects, assets, or services bought to remain and belong to CARE GARDEN THERAPY PTY LTD. However, CARE GARDEN THERAPY PTY LTD understands that there may be extenuating circumstances regarding owning purchases. Therefore, CARE GARDEN THERAPY PTY LTD will adjust and operate accordingly.

CARE GARDEN THERAPY PTY LTD is responsible for ensuring full cooperation and operation in accordance with each individual participant's set-out funds. This means CARE GARDEN THERAPY PTY LTD will follow, adhere to, and abide by the most current NDIS Price Guide. CARE GARDEN THERAPY PTY LTD will also comply with the most current NDIS Terms of Business for Registered Providers.

CARE GARDEN THERAPY PTY LTD recognises the individuality of each participant's package and will operate by their requirements. This will include ensuring each participant is managed individually within the NDIS guidelines laid out for each participant. This includes the following:

Self-Managed Participants

CARE GARDEN THERAPY PTY LTD understands that self-managed participants are responsible for managing their own funds according to their requirements for specific service provisions. CARE GARDEN THERAPY PTY LTD will therefore invoice the participant directly in this case, ensuring to obtain all records of invoices and receipts for payments.

Plan-Managed Participants

CARE GARDEN THERAPY PTY LTD understands that plan-managed participants employ an accounting agency or a bookkeeper service registered as NDIS providers to manage their funds. Therefore, CARE GARDEN THERAPY PTY LTD will invoice the participant's nominated plan manager directly to receive payment for provided service. CARE GARDEN THERAPY PTY LTD will ensure to obtain all records of invoices and receipts for expenses.

Agency-Managed Participants

CARE GARDEN THERAPY PTY LTD understands that agency-managed participants have their funds managed directly by the NDIS. Therefore, CARE GARDEN THERAPY PTY LTD will invoice the NDIS to receive payment for the provided service. This will occur through PRODA. CARE GARDEN THERAPY PTY LTD will again ensure to obtain all records of invoices and receipts for expenses.

CARE GARDEN THERAPY PTY LTD understands the responsibility of operating by the Australian Accounting Standards when managing CARE GARDEN THERAPY PTY LTD's financials. Therefore, CARE GARDEN THERAPY PTY LTD ensures purchases and payments to workers of CARE GARDEN THERAPY PTY LTD are made in accordance with the set-out rules, regulations and standards.

CARE GARDEN THERAPY PTY LTD implements and utilises a Financial Management System to record, track and retain all financial records accurately. CARE GARDEN THERAPY PTY LTD's Management will have access to this system; however, if any person wishes to purchase any goods, services, items or assets, this must be approved by the Owner/CEO/Director. Consent must be obtained, and all transaction records/receipts must be obtained.

CARE GARDEN THERAPY PTY LTD also implements the use of various registers, such as the Asset Register to maintain accurate and up-to-date records of purchases, especially those of a substantially large amount.

This extends to all workers and meets relevant laws, regulations and standards.

Procedure

The Management and the Owner/CEO/Director will continuously utilise appropriate Financial Management/Accounting software. This is implemented to support CARE GARDEN THERAPY PTY LTD's aim to maintain up-to-date and correct financial records. The system will include all transactions, receipts, invoices, etc. It is the responsibility of the Management of CARE GARDEN THERAPY PTY LTD as well as the Owner/CEO/Director to ensure this system is implemented, utilised, maintained and reviewed where necessary.

The financial system utilised by CARE GARDEN THERAPY PTY LTD is Xero. CARE GARDEN THERAPY PTY LTD's Management and Owner/CEO/Director will ensure each of the following aspects of Financial Management is maintained in the highest accordance:

- Receipts
- Transactions
- Expenditure
- Budgets
- Bank Accounts
- Debit/Business Cards
- Invoices
- Payroll
- Financial Reports

The Owner/CEO/Director and any nominated/delegated Manager of CARE GARDEN THERAPY PTY LTD will have access to CARE GARDEN THERAPY PTY LTD's online banking system and Financial Management System. These persons will need to abide strictly by the Privacy and Confidentiality Policies and Procedures to minimise any opportunity for theft, damage, fraud or misuse. These persons are responsible for ensuring that all usernames, passwords, logins and information are kept private and confidential. Failure to follow this procedure will result in severe disciplinary action and consequences.

CARE GARDEN THERAPY PTY LTD's bank accounts are reconciled periodically.

Each purchase must be settled in CARE GARDEN THERAPY PTY LTD's Financial Management System. Receipts for each expense must be supplied to the CEO/ Director as proof of purchase.

CARE GARDEN THERAPY PTY LTD must delegate appropriate resources, including a financial officer or Manager who will:

- Manage CARE GARDEN THERAPY PTY LTD's Financial Management System.
- Ensure payroll is completed by worker contracts and set-out standards.
- Ensure continuous compliance with all relevant rules, regulations, standards and legislation related to the financial operation or management.
- Determine budgets CARE GARDEN THERAPY PTY LTD may utilise.

- Ensure correct and accurate operation of PRODA when invoicing for service provision.
- Ensure a petty cash float of $250 is maintained and retained in a safe and accessible manner.
- Receive and maintain any hard copy receipts.
- Provide any staff or workers with reimbursements if they have paid for a work-related expense out of pocket.
- Liaise with the Owner/CEO/Director for any large payments or transactions. For purchases, seek approval from the Owner/CEO/Director for payments over $250.

The Owner/CEO/Director is directly responsible for making sure the procedures are in order and that funds are available to pay for the following:

- Maintenance
- Sick leave
- accumulated annual leave rights
- Long service leave
- Unforeseen costs
- Education
- Development
- Expansion
- Training
- Worker costs, such as wages and salaries
- Equipment
- Other required assets

Bank Accounts and Money

The Financial Management System requires that all money CARE GARDEN THERAPY PTY LTD received must be documented. A Register of Bank Accounts will be maintained for the entire business. This will contain bank details such as open and closed account dates, interest rates and fees, all credit/debit cardholders and expiry dates by CARE GARDEN THERAPY PTY LTD‘s financial delegations, the signatory for bank accounts.

The Financial Controller will maintain a Contingency Bank Account for the organisation, reconciled monthly, to provide cash interest and to deposit:

- Worker’s accruals
- Surplus funds
- Long service leave
- Sick leave
- Accumulated annual leave entitlements
- Assets replacement and repair funds
- Education and training funds
- Maintenance funds

Insurance

The Owner/CEO/Director will be responsible for organising and paying for insurance for CARE GARDEN THERAPY PTY LTD. It will also need to be maintained and up to date. Insurance will include the following:

- Public Liability
- Professional Indemnity
- Workers Compensation

The Owner/CEO/Director will retain personal insurance records in compliance with the Information and Records Management Policy and Procedure. It is their responsibility to ensure the due date pays insurance and receipts and transactions are maintained. They are responsible for ensuring the due date, paying insurance and maintaining receipts and transactions.

Expenditure

CARE GARDEN THERAPY PTY LTD's Financial Controller will not allow everyday business expenses to become debts. All debts incurred by CARE GARDEN THERAPY PTY LTD will be settled promptly.

Management will authorise and make reimbursement payments for workers' job expenses. Workers must provide receipts for all expenditures to the Financial Controller. Management must approve spending on amounts above $50 prior to sale; spending not previously supported must be submitted with a description of why the payment was made without authorisation.

Payroll

Workers paid based on the number of hours they work must submit a timesheet to the Owner/CEO/Director by Friday before payroll is processed. The Owner/CEO/Director will process payroll weekly.

Assets

Information of all assets held by CARE GARDEN THERAPY PTY LTD are reported in the Asset Register and contains the dates and details of assets acquired, locations, sale and the disposal sale proceeds, lost, destroyed, or damaged assets and the cost to repair or replace.

All assets, in accordance with the Australian Accounting Standards, will be documented.

Budget Processes

As required by Professional Standards, each financial year, management must assign an independent auditor to audit the accounts of CARE GARDEN THERAPY PTY LTD. Management will ensure that the previous year's financials are documented, archived, and labelled.

For each financial year, the Owner/CEO/Director prepares annual itemised budgets for CARE GARDEN THERAPY PTY LTD. Budget development accounts for income and expenditure from the current and previous years, any known changes to funding provisions and expected changes in costs.

Based on the funding available, the Owner/CEO/Director must consult with the Financial Controller and, as necessary, the professional auditor to set regular itemized budgets for the services under his or her supervision. The proposal will be built based on an overview of income and expenditure from the current and previous years, considering any documented adjustments to funding arrangements.

Summary budgets will be put forward to Management for discussion by February annually. Final budgets will be finalised by no later than July of the financial year.

The Owner/CEO/Director, in consultation with an independent accountant, will conduct a Financial Reconciliation annually and prepare a Financial Management Report, which will include the following:

- Profit & Loss year to date
- Balance Sheet for the year to date
- General Ledger for the year to date
- Budget vs Actual spending for the year to date

The Independent Accountant and Management of CARE GARDEN THERAPY PTY LTD shall collectively ensure that all relevant documentation and reports needed by the auditor are made available promptly and are correct and complete before the presentation.

The Financial Report will form the foundation for submitting to funding bodies the financial statements required. The Owner/CEO/Director will prepare these and Financial Controller, and, where necessary, they must be endorsed by an independent accountant before submission.

Many specific areas of Financial Management, such as Asset Management and Payroll, will be handled in compliance with the general policies and procedures of CARE GARDEN THERAPY PTY LTD for these fields. The [Owner/CEO/Director or delegate] will approve annual budgets for each financial year no later than July.

Internal Reporting

In accordance with the NDIS Practice Standards – Core Module, Provider Governance and Operational Management, the Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD is responsible for

ensuring the organisation's financial practices are transparent, accountable, and meet applicable legislative and contractual obligations.

To this end:

- Each financial year, the Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD appoints a competent auditor to independently audit the organisation's financial records. CARE GARDEN THERAPY PTY LTD's Accountant and Owner/CEO/Director ensure that all necessary documentation is accurate, complete, and provided to the auditor in a timely manner.
- At the start of each financial year, the Owner/CEO/Director ensures the prior year's financial records are finalised, archived, and clearly referenced. Financial statements are prepared quarterly and submitted to relevant funding bodies in line with funding agreements and compliance obligations.

External Reporting

To meet both statutory obligations and the governance expectations outlined in the NDIS Practice Standards, the Owner/CEO/Director is accountable for the following:

- Coordinating with the appointed accountant to finalise end-of-year accounts.
- Ensuring Superannuation and PAYG (Pay As You Go) withholding amounts are accurately reported to the Australian Tax Office (ATO) and paid within statutory deadlines.
- Submitting Business Activity Statements (BAS) to the ATO within due timeframes (for GST-registered businesses).
- Communicating with relevant government bodies if delays in payments are anticipated, ensuring compliance and transparency.

Service Agreements

Service Agreements must include the declaration of prices by CARE GARDEN THERAPY PTY LTD prior to the provision of services, which involves all payments along with detailed information and services provided. For more details on what the Service Agreement should provide, see CARE GARDEN THERAPY PTY LTD's Assessment Planning and Review Policy and Procedure.

To allow NDIS participants to formalise the services that CARE GARDEN THERAPY PTY LTD offers, an NDIS Service Agreement will be utilised. Service agreements must conform with the price conditions, rules, and GST implementation requirements of the New Tax System (Goods and Service Tax) Act 1999. Fees charged will not exceed those set by the NDIA for price control.

Participants have a preference as to what level of control they have over their finances, expressed in their CARE GARDEN THERAPY PTY LTD Service Agreement. Service agreements provide individual participants with the services CARE GARDEN THERAPY PTY LTD sets out. Workers will work with all participants and supporters to establish Service Agreements, which must be signed by the participant before delivery of the service can commence.

While assisting, workers are required to report all fees and charges to participants and include this information in the Service Agreements. Throughout its invoicing and registration procedures, CARE GARDEN THERAPY PTY LTD will guarantee that participants are consistently and reliably provided with the facility details and the amount paid for those services. Participant Service Agreements have Emergency and Disaster Preparation information included.

Participants have access to CARE GARDEN THERAPY PTY LTD‘s feedback, compliments and complaints processes to raise concerns about the financial management of their supporters without fear of retribution.

Financial Management under the NDIS

To ensure Financial Management is conducted appropriately and accurately, CARE GARDEN THERAPY PTY LTD will continuously comply with the following guidelines:

- NDIS Act 2013 (Cth) and equivalent
- Australian Equivalents to International Financial Reporting Standards (AIFRS)
- NDIS Provider Registration Guide to Suitability
- NDIS’s most current and up-to-date Price Guide
- NDIS Terms of Business for Registered Providers

The [Owner/CEO/Director or delegate] will ensure CARE GARDEN THERAPY PTY LTD meets the following NDIS standards:

- Create and establish pricing structures for the services of CARE GARDEN THERAPY PTY LTD that align with the price controls and quoting requirements in place for NDIS supports in accord bye / Territory NDIS Price Guide.
- The NDIS Supported Independent Living Pack Training Guide and FAQ and related templates, where relevant.
- Maintain complete and reliable accounting and financial records of NDIS participants' services, including details of all service agreements.
- Retain for no less than 5 years from the date of issue of all financial records and accounts relating to NDIS service provision.
- Regular updates of statements and financial records allow the National Disability Insurance Agency (NDIA) to routinely and reliably determine the amount, form and length of the assistance received.

The Owner/CEO/Director will keep complete and reliable reports and financial records of the support provided to NDIS participants, along with records of all service agreements. The financial records related to the provision of NDIS resources shall report the amount, form and length of the supplied assistance. The preservation of all documents shall also comply with all relevant statutes, legislation and laws. CARE GARDEN THERAPY PTY LTD is prohibited from seeking payment prior to the delivery of the support, charging cancellation fees, except for circumstances outlined in the NDIS Price Guide and prohibited from adding support fees such as any additional fees or surcharges. Participants who self-manage their NDIS funding may be able to negotiate pricing for support independently of the NDIS Price Guide.

Goods and Services Tax

Under the Goods and Services Tax, CARE GARDEN THERAPY PTY LTD will not be charged GST as it falls under the National Disability Insurance Scheme Supports Determination 2017.

Record keeping

CARE GARDEN THERAPY PTY LTD follows and abides by strict Recordkeeping protocols. These are highlighted through CARE GARDEN THERAPY PTY LTD's Information and Record Keeping Policy and Procedure. CARE GARDEN THERAPY PTY LTD understands that they must abide by all rules, regulations and standards regarding Information and Record Keeping, such as NDIA's Provider Payment Assurance Service. It is the responsibility of the Owner/CEO/Director, as well as any Financial Officer or Manager, to ensure compliance with recordkeeping at all times. See the Information and Record Keeping Policy and Procedure for further information. As a reference point, the documentation should be retained and archived for a minimum of 7 years. Hard and soft copies should be safe and protected from damage, harm, misuse, or corruption.

Payment

The Owner/CEO/Director or nominated/delegated Financial Officer/Manager will be solely responsible for ensuring that payments are processed and received. CARE GARDEN THERAPY PTY LTD understands that participants will have their funds managed differently, and therefore, CARE GARDEN THERAPY PTY LTD will adjust accordingly.

Self-Managed Participants

CARE GARDEN THERAPY PTY LTD understands that self-managed participants are responsible for managing their funds according to their requirements for specific service provisions. CARE GARDEN THERAPY PTY LTD will therefore invoice the participant directly in this case, ensuring to obtain all records of invoices and receipts for payment and payment received.

Plan-Managed Participants

CARE GARDEN THERAPY PTY LTD understands that plan-managed participants employ an accounting agency or a bookkeeper service registered as an NDIS Provider to manage their funds. Therefore, CARE GARDEN THERAPY PTY LTD will invoice the participant's nominated plan manager directly to receive payment for the service provision provided. CARE GARDEN THERAPY PTY LTD will ensure to obtain all records of invoices and receipts for all payments.

Agency-Managed Participants

CARE GARDEN THERAPY PTY LTD understands that agency-managed participants have their funds managed directly by the NDIS. Therefore, CARE GARDEN THERAPY PTY LTD will invoice the NDIS to receive payment for the provided service. This will occur through PRODA. CARE GARDEN THERAPY PTY LTD will again ensure to obtain records of invoices and receipts for all payments.

No further fees will be added to the cost of the support provided, including:

- Credit card surcharges
- GAP fees
- Late payment fees
- Cancellation fees

If there is no funding for fees to be charged for services performed, CARE GARDEN THERAPY PTY LTD will charge the participant for service fees. Requests must be approved and submitted to the Owner/CEO/Director prior to the day payment requests are processed. Accounts are calculated every week and are due to be paid fortnightly. Fees may be paid directly to administration workers at CARE GARDEN THERAPY PTY LTD or by:

- EFTPOS
- Online
- Direct bank transfer
- Cheque
- Credit card
- Cash

Receipts will be given at the time of the transaction, and on participants' or related personnel's request, for the support given, statements of the services provided will be released at the beginning of each quarter via mail or email. Payment invoices must be provided to the correct person/association within 60 days of the provided service/care.

Should the participant's funds be managed by the NDIS/NDIA and CARE GARDEN THERAPY PTY LTD encounter a problem with payment requests, CARE GARDEN THERAPY PTY LTD shall refer to the NDIA's provider toolkit at www.ndis.gov.au or phone the Agency on 1800 800 110.

Invoice requests must be authorised and submitted to the Owner/CEO/Director by the day before invoices are processed. Invoices will be processed fortnightly. Participants who self-manage their funding will be invoiced by the Owner/CEO/Director once support has been delivered. The Owner/CEO/Director will deliver participants' statements weekly to provide support summaries and fees charged for those services.

Fraud, Misuse, Corruption and Allegations

Every effort shall be made to cooperate as quickly as possible with any concerns or allegations of fraud or corruption. Reports received will be treated in confidence and directed to Management. All CARE GARDEN THERAPY PTY LTD‘s personnel must do an employment screening process as part of fraud and corruption prevention activities. See CARE GARDEN THERAPY PTY LTD‘s Human Resources Policy and Procedure.

CARE GARDEN THERAPY PTY LTD‘s Management must educate workers about fraudulent practices, including:

- Identifying potential fraud
- How to report fraud
- Make known that fraudulent practices within CARE GARDEN THERAPY PTY LTD will not be tolerated.

The Owner/CEO/Director is responsible for ensuring that all personnel are educated and recognise fraudulent activities and how fraud can be detected and recorded.

When a manager, worker, participant or other stakeholder identifies an instance of suspected fraud or corruption, the CEO/ Director must make an initial report. Upon the request of the NDIS Commission, a copy of these records shall be provided.

If it is discovered that criminal offences may have been perpetrated during the investigation, a report will be made to the Police. To guarantee that a criminal investigation is not compromised, permission may need to be obtained from the Police. CARE GARDEN THERAPY PTY LTD is required to inform the individual of misconduct allegations, commence a penalising inquiry, provide material to the worker or their representative for procedural fairness reasons and interview witnesses to support an investigation.

The initial report prepared by the Owner/CEO/Director includes the following:

- The incident will be documented.
- The description of the report.
- The time report was received.
- Remedial Action Plan.

All reports of fraud or corruption must be dealt with in confidence and referred to the CEO/Director. In investigating incidents of suspected fraud, Managers and workers must ensure that any subsequent investigation does not affect their inquiries. If in question, do not inquire further and notify the government agency responsible for NDIS.

Confidentiality is essential in protecting innocent individuals' reputations. These situations must be dealt with on the grounds of a need-to-know basis. To ensure that those accused of fraud are not notified, reducing the possibility of a cover-up or loss of critical information.

All workplace disciplinary or harassment inquiries involving workers resulting from an accusation of fraud or corruption must be performed in compliance with the Human Resources Policy and Procedure of CARE GARDEN THERAPY PTY LTD.

Quality Management

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedure from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families, carers, and workers every year. All service planning, delivery, and evaluation activities include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Participant - Service Agreement
- Privacy and Confidentiality Policy and Procedure
- Human Resources Policy and Procedure.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review

1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.5 Strategic and Operational Planning Policy and Procedure

Purpose and Scope

CARE GARDEN THERAPY PTY LTD utilises the Strategic and Operational Policy and Procedure to assist when developing and implementing the Strategic and Operational Plan.

This Policy and Procedure will describe how CARE GARDEN THERAPY PTY LTD's Owner/CEO/Director should create, manage and accomplish the business' strategic and organisational targets, focused on a consistent approach towards change. Its plan should be displayed for all workers, participants, and others to understand the continual goals within CARE GARDEN THERAPY PTY LTD and how this will be achieved over the planned time.

This extends to all workers and meets relevant laws, regulations and standards.

Definitions

Stakeholders	A stakeholder is a party that has an interest in a company and can either affect or be affected by the business. The primary stakeholders in a typical corporation are its investors, employees, customers and suppliers.
Strategic	Relating to the identification of long-term aims and interests and the means of achieving them.
Operational	In or ready for use.

Policy

CARE GARDEN THERAPY PTY LTD understands that workers need to be working toward common goals; this focus is driven by implementing (minimum) a 3-5-year plan which is reviewed at least yearly by the Owner/CEO/Director. This plan sets out the goals and plans of the organisation in a way that is

understandable to everyone. It must be developed by involving workers, participants and other stakeholders while ensuring it is still the responsibility of the Owner/CEO/Director to develop.

The Operational Plan (often reviewed) is made in collaboration with the Strategic Plan while being a more short-term goal-setting plan (up to 1 year) to give the business a short-term plan to be successful with the business's strategic plan.

Procedures

Planning of Strategic and Operational Plans

Operational plans are created by CARE GARDEN THERAPY PTY LTD through the collaboration of their strategic plans to continually balance each year's targets for CARE GARDEN THERAPY PTY LTD while making a clear route to achieving the long-term strategic plan goals.

CARE GARDEN THERAPY PTY LTD ensures that both Strategic and Operational development consider requirements such as legislation, guidelines, administrative requests, participant needs, the worker needs, hazards and NDIS requirements. CARE GARDEN THERAPY PTY LTD creates strategic plans to identify, visualise and build towards significant business outcomes while consistently adapting to changes along the way.

These outcomes are generally assessment-based, mainly around supports, resources, staffing, and requirements, which is how CARE GARDEN THERAPY PTY LTD develops the plan. This plan is made with a shelf life of a minimum of 3 years, but quite often 5-10 years pre-planned.

Reviewing Created Plans

Once CARE GARDEN THERAPY PTY LTD have established a Strategic and Operational Plan, they will be reviewed and examined consistently. The principal reason for frequent review of the plans is to ensure all additional comments and notes have been sought. Individuals can make notes of CARE GARDEN THERAPY PTY LTD or other relevant stakeholders.

Once a Strategic and Operational Plan has been created, CARE GARDEN THERAPY PTY LTD must ensure that it reflects the correct happenings of CARE GARDEN THERAPY PTY LTD in that present time. The plan should be updated at least once a year, or in the event a significant change has occurred that affects the normal operations of CARE GARDEN THERAPY PTY LTD.

Although the initial plan should be reviewed frequently, the Strategic and Operation Plan should be updated. A separate plan will be developed that will be utilised for the next three years once the initial plan has expired.

In order to understand the competency of not only workers of CARE GARDEN THERAPY PTY LTD but the effectiveness of CARE GARDEN THERAPY PTY LTD's operations, mandatory training

programmes will be established. It is the responsibility of CARE GARDEN THERAPY PTY LTD to conduct a compulsory training regime for all workers annually.

It will incorporate developmental activities and observe competency and service delivery. This is also done to assist in detecting the financial and strategic urgencies of CARE GARDEN THERAPY PTY LTD. This will ensure that quality care and services are maintained and participants are receiving optimal care.

A quarterly report will be made to review the Strategic and Operational Plan. This report will include aspects of information sourced from the Quality Improvement Plan. This will ensure that all progress of CARE GARDEN THERAPY PTY LTD‘s objectives or potential enhancements are noted and understood. To ensure understanding, this can be read in conjunction with CARE GARDEN THERAPY PTY LTD‘s Continuous Improvement Policy and Procedure.

Quality Management

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedure from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families, carers, and workers every year. All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Governance - Business Strategic and Operational Plan (Example)
- Governance - Continuous Improvement Plan
- Continuous Improvement Policy and Procedure

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review

1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.6 Risk Management Policy and Procedure

Purpose

This Policy and Procedure has been designed to deliver support on risk management to ensure the safety of workers, participants, and the organisation. It explains how risks are defined and handled by interested parties, including workers, participants, and CARE GARDEN THERAPY PTY LTD.

By developing a successful risk analysis structure, this Policy and Procedure aims to showcase the dedication of CARE GARDEN THERAPY PTY LTD to quality performance as well as to perceptive, secure, and safe provision of services.

Scope

This extends to all workers and meets relevant laws, regulations, and standards. Incident and Work Health Safety Management are often utilised in conjunction with this Policy and Procedure but are primarily covered and discussed in different policies and procedures.

Definitions

Likelihood – The chances that something may occur.

Risk – A situation involving exposure to danger.

Hazard – Danger or risk.

Collaboration – The action of working with someone to produce something.

Probable – Likely to happen or be the case.

Responsibilities

Management

- Ensure comprehensive, straightforward, and reliable with commitment to risk management.
- Encourage annual assessments and continuous improvement to enhance risk management systems.
- Support evidenced-based decision-making and feedback.
- Ensure the proper identification and management of all risk requirements.

- Support risk management throughout all forms of functions regarding CARE GARDEN THERAPY PTY LTD.
- Guarantee that workers recognise their responsibility to manage risks.
- Provide efficient, frequent collaboration, and contact with concerned interested parties.
- Promoting a constructive, risk-conscious community.
- Provide transparent responsibility, control, and stewardship.

Worker

- Multiple personnel of CARE GARDEN THERAPY PTY LTD will be responsible for managing or treating any risks or hazards should they occur depending on the delegation of the Owner/CEO/Director.
- Individuals in their accounting positions must help with identifying, analysing, managing, tracking, and recording financial risks.

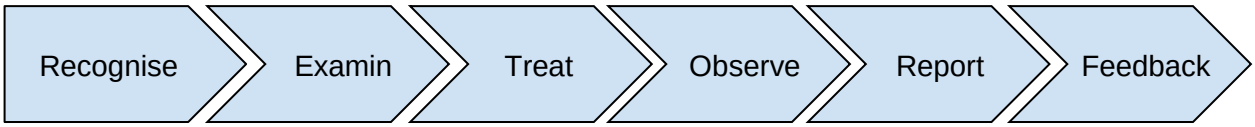
Policy

The goal of CARE GARDEN THERAPY PTY LTD is to achieve better risk management activities that tend to adversely impact CARE GARDEN THERAPY PTY LTD, its roles, goals, processes, properties, workers, participants, or members of the general public. The Management of CARE GARDEN THERAPY PTY LTD seek to incorporate risk management within the business in order to guarantee that it:

- enables constant development,
- endorses decisions based on evidence,
- outlines responsibilities, authority, and ownership,
- maintains CARE GARDEN THERAPY PTY LTD‘s Vision and Mission,
- is efficient through communication and discussion,
- utilises transparent and methodical procedures,
- contemplates all aspects both internal and external environments, and
- is entrenched with its methods, structures, and processes.

Procedures

The Risk Management Process below reinforces CARE GARDEN THERAPY PTY LTD's attitude to Risk Management. It incorporates Risk Management Principles and the Risk Management Process. CARE GARDEN THERAPY PTY LTD's Risk Management Process is detailed below:



Hazards with greater effects/significantly increased risk must be regulated and reviewed more consistently than others with low effects/risk. Correspondence and interaction are critical elements of a successful Risk Management System. CARE GARDEN THERAPY PTY LTD aims to create a dynamic and open environment where communication between personnel can occur calmly and effectively.

Recognising risks involves identifying any objects, circumstances, or processes that may pose harm to health or safety. Hazards are often linked to three key aspects:

a) Work duties and who performs them.

b) Supplies, properties, and materials, and how they are handled.

c) The physical working environment and its conditions.

Risks are to be monitored and assessed based on their;

a) potential severity,

b) likelihood, and

c) result.

Understand the likelihood of an incident transpiring. Likelihood can be projected from the following:

a) Has the incident ever occurred prior?

b) What is the frequency of the task being performed?

c) In what proximity are individuals to the hazard?

Grading the likelihood can range from;

a) will occur,

b) common,

c) possibly,

d) uncommon, and

e) rare.

Assess how a hazard could harm individuals. Recognising a point where events begin to fail and reflecting on the situation include asking:

a) What may happen if I do this?

b) Could it affect anyone or me?

Every possible scenario that could cause management and workers harm should take into consideration:

a) Occasional or irregular circumstances, considering the normal process of how tasks are completed.

b) The precautionary measures that are already in place and their effectiveness for all types of hazards.

c) Cleaning and maintenance, as well as any unexpected failures or breakdowns of health and safety measures.

d) The method that tasks are carried out instead of depending on formal documents.

Categorise any consequences that could follow from;

a) minor,

b) moderate,

c) major, or

d) devastating.

CARE GARDEN THERAPY PTY LTD will follow the following Risk Matrix:

Probability - Likelihood			Severity - Consequences			
			1	2	3	4
			Kill or Disable	Serious injury - long term ilness	Medical treatment - several days off	Minor first aid
A	Very likely - could happen anytime		1A	2A	3A	4A
B	Likely - could happen sometime		1B	2B	3B	4B
C	Unlikely - could rarely happen		1C	2C	3C	4C
D	Very unlikely - could happen, but probably never will		1D	2D	3D	4D

Risk Identification

Organisational Risks

Discussion with workers and their representatives in the field of health and safety is a must at each step of the risk management process. This is more than likely to recognise certain hazards and ascertain successful risk management by building on the experience, awareness, and suggestions of its workers.

The Management is accountable for the accurate identification and treatment of organisational hazards that allow them to know if the risk management initiatives are effective. Management is also responsible for determining the tolerance for risks of the CARE GARDEN THERAPY PTY LTD, thereby allowing the creation of methods that reduce the possibility of danger that is appropriate to the organisation.

Types of Organisational Risks

Organisational risks that service providers may face in the context of delivering NDIS services include:

a) **Compliance risks**: e.g., failure to meet NDIS regulatory and legislative requirements; non-compliance with the NDIS Code of Conduct or Practice Standards; and inadequate documentation, record-keeping, or reporting processes.

b) **Financial risks**: e.g., mismanagement of funds including participant plan budgets; inaccurate billing or fraudulent claims under the NDIS; insufficient cash flow or financial sustainability; inadequate insurance coverage for liability, worker injury, or participant harm; and gaps in insurance policies, leaving the organisation vulnerable to financial losses from unexpected incidents.

c) **Operational risks**: e.g., inadequate staffing levels to meet participant needs; poorly defined policies and procedures; and service disruptions due to technology failures or resource shortages.

d) **Workforce risks**: e.g., lack of skilled, qualified, or properly trained staff; high staff turnover leading to inconsistent service delivery; and workplace safety issues including risks of injury to staff or participants.

e) **Participant-related risks**: e.g., harm, neglect, or abuse of participants; failing to respect participant choice, control, or cultural needs; and breaches of confidentiality or participant data privacy.

f) **Reputational risks**: e.g., negative publicity from service failures or misconduct; participant dissatisfaction or complaints; and damage caused by non-compliance with ethical or legal standards.

g) **Technological risks**: e.g., cybersecurity threats such as data breaches or hacking; failure to safeguard sensitive participant information; and dependency on outdated or unreliable technology systems.

h) **Strategic risks**: e.g., inability to adapt to changes in NDIS policies or market demands; poor strategic planning or ineffective leadership; and competition from other providers in the sector.

i) **Environmental risks**: e.g., natural disasters (e.g., floods, fires) disrupting service delivery; inadequate emergency preparedness plans; and health crises, such as pandemics, affecting participants or staff.

j) **Legal risks**: litigation from participants, families, or staff; breaches of employment laws or contracts; and failure to meet workplace health and safety obligations.

Participant Risks

CARE GARDEN THERAPY PTY LTD has an important role in endorsing individual workers, families, carers, representatives, etc. in day-to-day risk management. All parties must understand and adhere to the risk management concepts while supporting people with disability.

Types of Participant Risks

Participants always have risks presented to them within day-to-day life; it is CARE GARDEN THERAPY PTY LTD‘s role to identify and manage these risks which include, however, these are not limited to:

a) Lifting, supporting, and transferring participants

b) Using equipment such as wheelchairs and hoists

c) Work or life-related stress

d) Abuse, violence, and self-harm

e) Bullying, discrimination, and harassment

f) Slips, trips, and falls

g) Effects from disability

h) Medication risks

i) Sexual assault

j) Natural disasters

k) Infections, diseases, and outbreaks

l) Communication misunderstandings

Risk Treatment

Management of risks could be completed in various ways, depending on the severity of the risk, involvement, management strategies, interventions required, the complexity of the risk, etc. Treatment of risks will be fully dependent on the risk or hazard itself. Any worker managing the risk or hazard must be competent and confident in their abilities to manage it.

CARE GARDEN THERAPY PTY LTD‘s workers will not, under any circumstances, attempt to manage risk should it be a danger to themselves. In this case, workers should gain further assistance and correspond with other equipped persons.

The workers' first point of contact is the Owner/CEO/Director. The Owner/CEO/Director shall ensure directing a thorough and conclusive annual risk assessment. These assessments will aim to analyse and evaluate CARE GARDEN THERAPY PTY LTD‘s operation of all aspects of risks.

While many hazards and associated risks have well-documented preventative measures in place, new or unaddressed risks require thorough assessment to determine appropriate mitigation strategies.

Disability Support Worker (DSW) Risks

Responsibility to Minimise Risks

Workers at CARE GARDEN THERAPY PTY LTD have a personal and professional responsibility to minimise risks and potential hazards by remaining vigilant in their interactions with participants and

maintaining their own safety. To ensure health and safety are prioritised, CARE GARDEN THERAPY PTY LTD requires all new workers to;

a) undergo orientation and induction training, covering risk assessment, management, analysis, and minimisation protocols, and

b) immediately report all hazards and safety concerns, fostering a proactive approach to managing risks before incidents occur.

CARE GARDEN THERAPY PTY LTD ensures workers are actively involved in the implementation of health and safety systems, understanding their purpose and operation. The initiatives of CARE GARDEN THERAPY PTY LTD include:

a) A Health and Safety Committee that is actively engaged in the risk management process, contributing to a safer workplace.

b) A risk reduction training during orientation, with regular reviews and refresher sessions to maintain skills.

c) Group discussions and supervisory meetings to enhance workers' ability to apply person-centred risk management strategies effectively.

Mandatory Insurance

To further protect workers, participants, and the organisation, CARE GARDEN THERAPY PTY LTD maintains comprehensive insurance coverage. The CEO/ Director is essential to ensure proper insurance provisions for all individuals and services involved with operations in CARE GARDEN THERAPY PTY LTD.

These measures provide financial protection in the event of claims arising from professional errors, participant injuries, or workplace accidents. Please see the *Financial Management Policy and Procedure* of CARE GARDEN THERAPY PTY LTD for more information. Workers are required to adhere strictly to health and safety protocols, reducing liability risks while promoting a safe working environment.

Risk Assessments

CARE GARDEN THERAPY PTY LTD implements the use of risk assessments for participants to fundamentally determine any possibly arising risk or currently presented threats to safety and wellbeing that may occur during the participant care or service provision. CARE GARDEN THERAPY PTY LTD‘s Manager is responsible for risk assessments. These will be undertaken during the initial consultation.

CARE GARDEN THERAPY PTY LTD‘s Manager is also responsible for conducting a formal review of each assessment form each time a Support Plan is reviewed. These reviews should happen in collaboration with participants, families, workers, carers, representatives, etc. There are different forms of participant risk assessments that CARE GARDEN THERAPY PTY LTD utilises including:

General Risk Assessment Template

This template can be utilised by all persons of CARE GARDEN THERAPY PTY LTD when a new risk or hazard has been noticed for CARE GARDEN THERAPY PTY LTD as well as for participants. Any person of CARE GARDEN THERAPY PTY LTD should utilise this form as the first point of reference.

It gives workers more flexibility to implement protective strategies and to ensure the risk/hazard is managed or minimised in the safest possible way. The contents of this risk assessment template include:

a) A description of the item or location being assessed.

b) The process for documenting hazards by specifying a hazard number and description, current risk controls, initial and residual risk ratings, proposed additional controls or action to mitigate risks, and the type of risk control based on the hierarchy of controls.

c) The responsible person for each action, and specifying target and actual completion dates. It also includes a completion sign-off to confirm that each action has been addressed, ensuring accountability and tracking of risk management efforts.

d) The evaluation of control measures, indicating whether further risks have been identified and if additional reviews are necessary. It includes a record of subsequent reviews, ensuring ongoing assessment and updates to the risk management process.

Participant Risk Assessment Form

This document is more of a brief evaluation of the participant, which allows CARE GARDEN THERAPY PTY LTD to gain an understanding of which risks they may encounter. It incorporates assessment regarding the participant's challenging behaviour review as well as management which allows workers to gain an understanding and formulate a plan to manage any challenging or general behaviours.

This risk assessment form also documents the attributable individual and environmental risks to the identified disability(ies) of the participant which allows workers to prepare for risks that they may encounter during routine care and overall participant management. The contents of this participant risk assessment form include:

a) This Participant Risk Assessment Form is to be cohesively developed in conjunction with the Participant Support Plan as required documentation to manage the medical risk aspects of participant care.

b) It includes a series of yes/no questions aimed at identifying any history of aggressive behaviour, mental health issues, substance abuse, and mobility and communication abilities. This information is crucial for understanding the participant's background and potential risks associated with their care.

c) Any current or historical challenging behaviours exhibited by the participant, such as verbal or physical threats, absconding, or impulsivity. It prompts to indicate whether there are existing plans to address these behaviours and to detail the responsible individuals in implementing risk-minimising actions.

d) Actions that can be taken to reduce or eliminate identified risks. It includes a checklist for completion and emphasises the importance of reporting high risks to management for immediate review. This proactive approach ensures that any significant risks are addressed before services commence, prioritising the participant and caregiver safety.

e) This assessment includes evaluating the extent to which participants depend on CARE GARDEN THERAPY PTY LTD's services to meet their daily living needs and assessing the potential impact on their health and safety if those services are interrupted or disrupted.

f) It includes recording subsequent reviews, noting any changes in risk factors, and confirming whether further reviews are necessary. This ensures that the risk assessment remains current and responsive to the participant's evolving needs, thereby enhancing the overall effectiveness of the support provided.

Environment/Home Risk Assessment

This risk assessment form details information directly related to the upkeep and safety of a participant's home. It allows workers to gain a fundamental understanding of any potential hazards or dangers they may face or what the participants may face in everyday life.

By understanding this, it provides an opportunity for CARE GARDEN THERAPY PTY LTD to make any necessary adjustments or input any precautionary measures to ensure health and safety for all. At home, risk assessments must be completed for individuals that receive the assistance that is provided in their own residence. The contents of this environment/home risk assessment form include:

a) It covers various areas within the home, including access points, living spaces, kitchen, bathroom, laundry, and other common areas. Each section includes specific criteria to evaluate safety, such as the condition of floor surfaces, lighting, airflow, and the presence of hazards like clutter or unsecured rugs. This comprehensive approach ensures that all potential risks are identified and addressed.

b) The form includes a detailed evaluation of essential equipment and appliances, such as smoke detectors, heating systems, and cleaning tools, to ensure they are present and in safe working order.

c) It assesses the storage and handling of potentially hazardous chemicals or substances, ensuring they are kept in original containers and secured properly to prevent accidents.

d) There are sections dedicated to identifying and documenting any other unsafe conditions or hazards. Assessors are encouraged to note specific details about each hazard, which helps in creating a clear action plan for remediation.

Risk Register/Plan

This risk register should be utilised after the above Risk Assessment Forms is filled out to provide a detailed overview of the risk/hazard. It provides an efficient evaluation of contributing factors and ensures CARE GARDEN THERAPY PTY LTD easily identifies the appropriate personnel(s) to appoint for action as well as helps in creating an effective action plan. The contents of this risk register/plan include:

a) The form identifies various risks with the organisation, including failure to meet legislative requirements, inadequate insurance coverage, and the potential for injury or illness due to lack of knowledge or training. Each risk is evaluated based on its impact and likelihood, categorising them as high or medium, which helps prioritise the risks that need immediate action.

b) The importance of clear organisational structures and responsibilities to prevent risks associated with unclear delegations. It suggests establishing an organisational chart and a Delegation of Authority to clarify roles and responsibilities, ensuring that all staff are aware of their obligations and the processes for escalating any uncertainties to management.

c) It highlights the need for robust financial management policies and procedures to mitigate risks related to inadequate financial oversight and potential fraud. It recommends establishing a system that separates roles for entering and approving financial transactions, along with training staff on financial processes to ensure accountability and integrity in financial dealings.

d) For each risk, the form outlines actions required for mitigation. This includes establishing and implementing clear policies and procedures and ensuring staff are adequately trained and licensed. These proactive measures aim to create a safer work environment and ensure compliance with relevant regulations and standards.

e) It details contingency plans for each risk, outlining the immediate actions to be taken if a risk materialises. For instance, it specifies the cessation of activities until appropriate licences or insurance are obtained, or immediate isolation of environments in case of hazardous exposure. These contingency plans are crucial for minimising the impact of risks and ensuring a swift response to any incidents that may arise.

Duty of Care

This is a fundamental principle in risk management, requiring organisations to take reasonable steps to ensure the safety, well-being, and rights of individuals they support and employ. In the context of service delivery, it involves proactively identifying, assessing, and mitigating risks that could cause harm to participants, staff, or the public.

Duty of care is not only a legal obligation but also an ethical commitment to act responsibly and protect others from foreseeable harm. By embedding duty of care into risk management practices,

organisations create safer environments, uphold compliance with regulations, and foster trust with stakeholders.

Navigating Probable Harm

Keep in mind while assisting individuals in navigating events or scenarios:

a) Current understanding of the capability of the individual to perform similar activities securely.

b) Established information about an individual's understanding as to what hazards could mean as well as how to prevent them.

c) Established awareness of the hazards associated with the operation as well as whether an individual should handle it themselves.

d) Learned from evaluations or records on both the capabilities and competencies of the individual.

Implementing Non-Restrictive Actions While Preventing Harm

CARE GARDEN THERAPY PTY LTD instructs its workers to:

a) Recognise the directions of behaviour that involve the minimum constraint on an individual’s freedom. When protecting people from injuries or hurt, it is never reasonable to restrict or violate their freedom and rights.

b) Guarantee that the least significant and fewest freedoms of the individual are affected when sacrificing an individual's freedoms in order to eliminate harm.

c) Help ensure the independence of as few individuals as possible who are affected, too. The imposing of restrictions on people not caused by the issue is not acceptable.

Encouraging Individuals to Safely Confront Hazards

Hazards are elements of the present state but are an important tool for all individuals to know, understand and improve risk management abilities. CARE GARDEN THERAPY PTY LTD must function wherever possible to motivate individuals to take full control of situations that include life-threatening potential risks and to take greater responsibility for them. Personnel must consciously offer an opportunity and support the participant in handling their specific risks whilst avoiding injuries.

Protecting Others from Harm

When it comes to controlling the health of individuals, CARE GARDEN THERAPY PTY LTD maintains a caring duty to others, along with members of the public who could be affected by the actions of an individual assisted by CARE GARDEN THERAPY PTY LTD. Knowing the larger implications of an individual’s actions, and not how such judgments may affect the individual, is significantly important.

Reporting

CARE GARDEN THERAPY PTY LTD understands their personal obligation to ensure all risks, hazards, or incidents are reported. This can be completed using all Risk Assessment Forms. It can be done in conjunction with other workers, participants, families, carers, advocates, etc.

Record identified risks in the Risk Register when the Risk Assessment Form is complete including the required action plan and update the Register any time there is a change. Report information about the risks and actions to Management, workers, participants, and other stakeholders at monthly intervals or as the risks identified change.

Giving Feedback and Filing Complaints

CARE GARDEN THERAPY PTY LTD values feedback and complaints as critical tools for improving its risk management processes. Feedback can be collected from participants, workers, and other stakeholders to assess how risks are managed and to identify areas for improvement.

Complaints related to safety concerns, incidents, or ineffective risk management are also encouraged and are treated as opportunities to strengthen existing processes. Complaints are documented, investigated, and used to address potential hazards and mitigate future risks, ensuring a safer environment for all.

By addressing feedback and complaints in conjunction with hazard identification, CARE GARDEN THERAPY PTY LTD ensures a proactive approach to mitigating risks, maintaining a safe and inclusive environment. This endeavour is also a crucial part of a productive Quality management System. Please refer to the *Feedback and Complaints Management Policy and Procedure* for more information on giving feedback and filing a complaint.

Quality Management

Audit and Review

CARE GARDEN THERAPY PTY LTD will ensure that periodic reviews of the effectiveness of risk management strategies are undertaken with each participant to ensure risks are being adequately addressed and changes are made when required.

At the time of developing a support plan, a review date is identified at a frequency relevant to the participant's risks and goals by CARE GARDEN THERAPY PTY LTD. Each risk assessment and support plan is reviewed annually by CARE GARDEN THERAPY PTY LTD or earlier in collaboration with each participant, according to their changing needs or circumstances.

Regular internal audits of the Risk Management System should be conducted by designated CARE GARDEN THERAPY PTY LTD personnel to ensure compliance with the current policies and quality standards. This Policy and Procedure should be subject to periodic reviews to ensure it remains aligned with best practices, regulatory requirements, and organisational goals.

Continuous Improvement

Recommendations for improvement should be reviewed and acted upon as soon as possible according to independent reports and the *Feedback and Complaints Management Policy and Procedure* as these are crucial parts of the maintenance of an effective Risk Management System.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Work Health and Safety Policy and Procedure
- Financial Management Policy and Procedure
- Emergency and Disaster Management Policy and Procedure
- Infection Prevention and Control Policy and Procedure
- Feedback and Complaints Management Policy and Procedure
- Continuous Improvement Policy and Procedure
- Risk Management - Risk Management Plan
- Risk Management - Risk Register
- Risk Management - Risk Management Template
- Participant - Safe Environment Risk Assessment
- Participant - Risk Assessment Form
- Governance - Continuous Improvement Register
- Governance - Continuous Improvement Plan

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review

1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.7 Continuous Improvement Policy and Procedure

Purpose

CARE GARDEN THERAPY PTY LTD aims to offer excellent services, which are possible through an integrated Quality Management System based on the continuous process of evaluation, review and implementation. This Policy and Procedure has been created to ensure that workers are trained in Continuous Improvement and provide exceptional service, following appropriate standards and legislative criteria.

Scope

This Policy and Procedure extends to all workers and meets relevant laws, regulations and standards.

Definitions

- **Continuous Improvement** – The process of making regular changes and improvements to the products, services etc., of a company, for the purpose of improving the overall quality of products and services.
- **Evaluation** – To assess the significance, worth, or condition of, usually by careful appraisal and study.
- **Review** – A formal assessment of something with the intention of instituting change if necessary.
- **Implementation** – The process of putting a decision or plan into effect.

Responsibilities

Management

- CARE GARDEN THERAPY PTY LTD understands the requirement to continuously operate in accordance with the Internal Review and External Audit Schedule.
- It is the responsibility of the Owner/CEO/Director to ensure CARE GARDEN THERAPY PTY LTD is continuously compliant and operates by following all set-out requirements.
- The Owner/CEO/Director is responsible for an ongoing review of continuous improvement during every meeting, including review of the current content of required Registers and other information sources.

Worker

- All CARE GARDEN THERAPY PTY LTD‘s workers should strive to expand their knowledge base regarding CARE GARDEN THERAPY PTY LTD‘s policies and procedures, ensuring they completely understand and implement them; whilst being aware of possible adaptations that may need to be made.
- When implementing the policy and procedures, they must analyse whether it is suitable for the intended purpose; workers are entitled to make recommendations regarding company policy and procedures for improvements.
- Workers will receive the necessary training to ensure they can evaluate and analyse areas for continuous improvement.

Policy

CARE GARDEN THERAPY PTY LTD supports professional growth and assists our stakeholders in promoting and implementing sustainable solutions that meet participants’ needs and maintain quality in best-practice facilities.

This Policy and Procedure provides CARE GARDEN THERAPY PTY LTD with an awareness of issues that require attention to improve the overall efficiency of the company. CARE GARDEN THERAPY PTY LTD is committed to delivering quality service, and to promoting innovation culture and continuous improvement, through best practices in service, management and strategic planning.

Procedures

Documentation

Items for improvement will be gathered from various sources such as reports, feedback, and complaints. The areas found in need of improvement will be recorded by Management in the Continuous Improvement Register, which is continuously updated as matters change.

The register entries will incorporate the date, any improvements that can be made, whoever handles the implementation of the improvement, the completion date, and a review of how the improvement was implemented and the outcome. At a minimum, reports will be made quarterly to ensure efficient tracking of improvements and monitoring of the Continuous Improvement Plans.

Register Information

Complaints and Feedback Register

Evaluating and analysing recorded complaints, compliments, and feedback is essential for understanding the experiences and perceptions of participants, staff, and other stakeholders. This

process helps identify areas for improvement and recognise successes, fostering a culture of continuous growth and accountability.

This process allows CARE GARDEN THERAPY PTY LTD to identify recurring issues, areas of concern, or opportunities for enhancement, ensuring that appropriate improvements are made. An action checklist for continuous improvement gathered from a complaints and feedback register include the following fundamentals:

a) Review complaints and feedback entries to identify recurring or high-risk issues, such as service delays, communication problems, or unmet participant needs.

    i) Organise entries into categories (e.g., service quality, staff performance, safety concerns, or participant satisfaction).

    ii) Prioritise categories with the highest volume of complaints or critical feedback for immediate attention.

    iii) Look for patterns across departments, locations, or specific services that may indicate systemic issues.

    iv) Focus on complaints with high potential impact, such as those involving participant safety, staff behaviour, or regulatory compliance.

b) Evaluate how quickly and effectively complaints were resolved.

    i) Identify delays or unresolved issues that may indicate process inefficiencies or resource gaps.

    ii) Review compliments and positive feedback to identify successful practices, high-performing staff, or areas where participants are most satisfied.

    iii) Leverage relevant information to replicate successful strategies across other areas of CARE GARDEN THERAPY PTY LTD.

    iv) Cross-check whether previously implemented changes or improvements have addressed past complaints or feedback.

    v) Monitor for any new issues that have emerged following changes, ensuring continuous refinement.

    vi) Prioritise corrective actions and track outcomes for high-risk areas.

c) Review suggestions from participants, workers, or stakeholders to identify innovative ideas for service or process improvements.

    i) Identify whether complaints and feedback highlight gaps in existing policies, procedures, or training programmes.

ii) Update or create policies and procedures as needed to address shortcomings.

iii) Engage stakeholders in discussions about practical ways to implement their suggestions.

iv) Follow up with complainants to determine their satisfaction with how their issues were resolved.

v) Use relevant information to refine resolution processes and improve future interactions.

vi) Assess the frequency and quality of complaint and feedback reporting.

vii) Identify barriers to reporting (e.g., lack of awareness, fear of repercussions) and implement measures to encourage more transparent and comprehensive feedback.

Incident Register

To effectively address potential incidents, all recorded incidents will be thoroughly evaluated and analysed. This process involves a thorough review of the circumstances surrounding each incident, examining the contributing factors and identifying root causes.

It assesses the likelihood of similar incidents occurring in the future and evaluates their potential impact on the organisation, its stakeholders, and operations. The goal is to inform strategies for risk mitigation and prevention. An action checklist for continuous improvement gathered from an incident register include the following fundamentals:

a) Focus on high-risk or high-frequency categories to prioritise improvements.

   i) Categorise incidents (e.g., safety, compliance, participant well-being, or operational disruptions) and assess which categories occur most frequently or recurrently.

   ii) Look for patterns in specific areas, such as common locations, times, or staff involved in incidents, to identify root causes.

   iii) Assess the severity of incidents, noting any that resulted in significant harm, near misses, or potential risks to participants, staff, or operations.

b) Review the actions taken in response to each incident to assess their timeliness, effectiveness, and whether they fully resolved the issue.

   i) Assess whether incidents are being reported consistently and accurately.

   ii) Identify any barriers to reporting and implement measures to encourage timely and comprehensive incident reporting.

   iii) Identify areas where incident responses could be improved, such as quicker resolution times or more effective interventions.

iv) Review whether corrective actions for past incidents have been completed and whether they effectively reduced similar incidents.

v) Look for outstanding actions or unresolved issues and ensure they are addressed promptly.

vi) Use this information to develop strategies for minimising the impact and likelihood of severe incidents.

c) Check if the incidents in the register highlight gaps or weaknesses in existing policies, procedures, or training programmes.

i) Update or create policies and procedures to address these gaps and prevent future occurrences.

d) Analyse any feedback recorded alongside incidents, such as participant or staff suggestions, to identify opportunities for improvement.

i) Use this feedback to refine practices and foster a culture of continuous learning.

Risk Register

This is for identifying, monitoring, and managing risks that may impact CARE GARDEN THERAPY PTY LTD, participants, or workers. It serves as a centralised document that tracks potential risks, their likelihood and impact, mitigation strategies, and actions taken to address them. An action checklist for continuous improvement gathered from a risk register include the following fundamentals:

a) Review the risk register for organisational risks (e.g., compliance gaps, financial instability), participant risks (e.g., safety concerns, unmet needs), and worker risks (e.g., workplace injuries, burnout).

i) Identify patterns or recurring risks that indicate underlying issues needing systemic change.

ii) Cross-reference the risk register with incident data to identify whether known risks are contributing to recurring incidents.

iii) Focus on risks categorised as high-impact or high-likelihood, as they pose the greatest threat to CARE GARDEN THERAPY PTY LTD, participants, or workers.

iv) Prioritise addressing high risks through targeted improvement plans.

b) Evaluate the effectiveness of implemented mitigation strategies for each risk.

i) Identify areas where controls have failed or need enhancement to better prevent or manage risks.

ii) Ensure each risk has a designated owner responsible for managing and monitoring it.

iii) Evaluate whether risk owners are effectively implementing controls and meeting deadlines for actions.

iv) Analyse how risks have evolved by comparing historical and current entries in the register.

v) Use trends to forecast future risks and proactively implement improvement measures.

c) Review any participant, worker, or stakeholder feedback recorded in the risk register to identify additional risks or areas for improvement.

i) Ensure stakeholder concerns are integrated into CARE GARDEN THERAPY PTY LTD's risk management practices.

d) Verify that risks related to legal and regulatory compliance are being actively monitored and addressed.

i) Update mitigation plans to reflect changes in external requirements.

Document Control Register

This is an essential tool for supporting continuous improvement by systematically tracking, managing, and reviewing CARE GARDEN THERAPY PTY LTD's documents such as policies, procedures, contracts, service agreements, and forms and templates.

It provides a centralised location to store document details, including version history, approval dates, and review details, ensuring all documents remain current, compliant, and aligned with CARE GARDEN THERAPY PTY LTD's objectives. An action checklist for continuous improvement gathered from a document register include the following fundamentals:

a) Review documents in the register to identify outdated or ineffective policies, procedures, or processes that no longer align with current practices or standards.

i) Review version control details to identify documents that have not been updated within the scheduled review period.

ii) Prioritise reviewing documents with significant gaps between updates to ensure compliance and relevance.

iii) Identify underutilised documents in the register that may require revisions or integration into daily practices to ensure they are effective.

iv) Remove or consolidate redundant documents to streamline processes and improve accessibility.

b) Check the register for documents linked to recorded complaints, compliments, or stakeholder feedback.

   i) Evaluate whether these documents address the identified issues or if updates are needed to improve clarity, relevance, or effectiveness.

   ii) Ensure documents tied to participant feedback or worker suggestions are reviewed and updated to reflect practical and participant-centred improvements.

   iii) Actively seek stakeholder input during the review process to ensure changes align with real-world needs.

c) Update documents to align with audit recommendations and regulatory requirements.

   i) Cross-reference audit findings and compliance reports with the documents in the register to determine if gaps in procedures or policies contributed to identified risks or non-compliance.

Staff Performance and Growth

Worker Evaluation

Evaluating the performance reviews and Key Performance Indicators (KPIs) of workers and management is a critical process for assessing individual and team contributions toward CARE GARDEN THERAPY PTY LTD's goals. Regular performance evaluations not only support professional growth but also contribute to a culture of accountability, continuous improvement, and shared success. This evaluation provides valuable insights into;

a) worker strengths and potential,

b) performance areas and skills for development,

c) gaps in CARE GARDEN THERAPY PTY LTD's support that boost productivity or efficiency, and

d) alignment of workers with CARE GARDEN THERAPY PTY LTD's objectives.

Training Evaluation

Evaluating training and developmental programmes and gathering feedback regarding the same are crucial to assess worker efficiency and effectiveness in achieving CARE GARDEN THERAPY PTY LTD's goals. This process reviews the;

a) content accuracy and substance,

b) current and changes in delivery,

c) successful outcomes to replicate,

d) alignment with individual goals,

e) alignment with CARE GARDEN THERAPY PTY LTD's goals, and

f) areas for improvement in future training and education initiatives.

Audit Information

Results, feedback, and reviews from both internal and external audits will be thoroughly evaluated to ensure CARE GARDEN THERAPY PTY LTD's commitment to continuous improvement. These audits provide valuable insights into operational strengths, weaknesses, and areas requiring enhancement, helping to maintain high standards of quality and compliance.

The findings will be carefully analysed, and any identified opportunities for improvement will be actioned promptly to refine practices, processes, and service delivery. To ensure accountability and transparency, the results of each audit conducted will be documented in the audit schedule, creating a detailed record for tracking progress and informing future improvement initiatives.

Internal Audit

An internal audit checklist to help continuous improvement include the following fundamentals:

a) Identify any breaches of policies, procedures, or regulations and ensure corrective actions for past non-compliances have been implemented effectively.

b) Focus on the most critical risks highlighted and confirm that they are being addressed promptly with sufficient mitigation strategies.

c) Evaluate whether processes and procedures are achieving their intended outcomes and identify any inefficiencies or gaps.

d) Review the improvements or changes recommended in the report to ensure they are practical and aligned with CARE GARDEN THERAPY PTY LTD's goals.

e) Confirm that action plans are in place to address findings and that they are on schedule with clearly defined responsibilities.

f) Analyse recurring issues or patterns across multiple audits to determine if systemic weaknesses need attention.

g) Address any findings related to insufficient training or staff non-compliance and determine what training or support is required.

h) Ensure findings related to participant satisfaction, safety, or service quality are being addressed and that participants' needs and feedback are considered.

i) Verify that audit findings are being used to inform updates to policies, procedures, or systems, demonstrating a commitment to continuous improvement.

j) Confirm that all findings, actions, and follow-ups are accurately recorded and accessible, with a clear process for ongoing monitoring and reporting progress.

External Audit

An external audit checklist to help continuous improvement include the following fundamentals:

a) Ensure all instances of non-compliance with regulations or standards are identified and addressed with corrective actions.

b) Review high-risk findings and verify that mitigation plans are adequate and being implemented effectively.

c) Assess whether recommendations from the external auditor are practical and aligned with CARE GARDEN THERAPY PTY LTD's goals.

d) Confirm that action plans are in place to address audit findings, with clear deadlines and accountability.

e) Identify recurring issues or patterns to determine if they indicate systemic weaknesses needing resolution.

f) Evaluate any gaps in policies, procedures, or practices highlighted in the report and prioritise updates.

g) Ensure findings related to participant safety, service quality, or CARE GARDEN THERAPY PTY LTD's performance are addressed.

h) Verify that external audit outcomes are integrated into strategic planning for ongoing improvement.

i) Monitor the progress and completion of corrective actions to ensure continuous improvement goals are met.

j) Confirm that all findings and follow-up actions are well-documented and accessible for future reference.

News and Current Events

This checklist helps CARE GARDEN THERAPY PTY LTD stay informed by monitoring news and current events that can drive continuous improvement. By tracking industry trends, regulatory changes, competitor performance, and emerging risks, CARE GARDEN THERAPY PTY LTD can adapt and innovate, ensuring they remain responsive to external factors and aligned with best practices.

a) Monitor disability industry trends and advancements to identify opportunities for innovation and best practices.

b) Stay informed about changes in disability regulations or policies that may impact operations or compliance requirements.

c) Track reports of incidents or failures in similar service providers to identify potential risks and improve mitigation strategies.

d) Analyse public feedback or media coverage about the disability industry to understand emerging participant or stakeholder expectations.

e) Observe competitor achievements or challenges to benchmark performance and identify areas for growth.

f) Review news about technological advancements in the disability industry relevant to improving efficiency, safety, or service delivery.

g) Stay updated on economic, environmental, or social issues that may influence CARE GARDEN THERAPY PTY LTD's planning or resource allocation.

h) Evaluate lessons learned from external crises or successes to strengthen internal processes and resilience.

i) Assess the impact of community or cultural events on participant needs and adapt services accordingly.

j) Leverage relevant insights to refine strategic objectives and align with external developments.

Regulatory Updates

This checklist focuses on key aspects of NDIS regulatory updates that CARE GARDEN THERAPY PTY LTD should monitor for continuous improvement. Staying up to date with changes in NDIS regulations ensures compliance, enhances service delivery, and supports ongoing improvement in CARE GARDEN THERAPY PTY LTD's practices.

a) Monitor changes in NDIS policies and guidelines to ensure compliance with the latest standards.

b) Assess how new regulations impact current service delivery and identify areas for adjustment.

c) Review updates related to participant rights and ensure practices align with the latest requirements.

d) Stay informed about funding changes or new funding models and adapt financial strategies accordingly.

e) Evaluate updates on quality and safety standards to strengthen risk management practices.

f) Identify new reporting or documentation requirements and integrate them into CARE GARDEN THERAPY PTY LTD's processes.

g) Track amendments to workforce qualifications or training requirements and plan staff development accordingly.

h) Adjust participant engagement strategies based on updated NDIS guidelines or best practices.

i) Incorporate feedback from NDIS regulatory bodies to improve operational efficiency and service quality.

j) Ensure all relevant teams are trained on new regulatory updates and their implications for service provision.

Implementation

The implementation of continuous improvement items involves actively applying strategies and changes to enhance the quality and effectiveness of CARE GARDEN THERAPY PTY LTD's services and operations. This process requires clear planning, allocation of resources, and collaboration across teams to ensure improvements are seamlessly integrated into workflows.

CARE GARDEN THERAPY PTY LTD implementation focuses on turning identified opportunities into actionable outcomes through staff training, updated processes, and regular performance monitoring. Prioritising effective execution can drive meaningful change, ensure compliance, and achieve better results for participants and stakeholders.

Strategic and Operational Planning

Ensuring compliance and the successful operation of CARE GARDEN THERAPY PTY LTD requires strict adherence to the goals, strategies, and actions outlined in the Business Strategic and Operational Plan. This Plan serves as a roadmap, aligning CARE GARDEN THERAPY PTY LTD's efforts with its mission, vision, and regulatory requirements. By consistently updating and following the objectives set out in this Plan, CARE GARDEN THERAPY PTY LTD can maintain;

a) clear direction,

b) achieve measurable outcomes, and

c) address risks and other concerns effectively.

Regular monitoring, evaluation, and adjustments to the Plan are essential to ensure they remain relevant and responsive to changing circumstances, enabling CARE GARDEN THERAPY PTY LTD to meet its obligations while driving continuous improvement and long-term success, including;

a) current worker performance and training requirements,

b) current incident and risk trends,

c) stakeholder perception CARE GARDEN THERAPY PTY LTD,

d) participant experiences,

e) environmental changes,

f) financial and regulatory obligations,

g) effectivity of current policies and procedures, and

h) other potentialities.

Provider Information

All provider information must consistently reflect the recent changes gathered from various evidence-based sources in all platforms and channels, as applicable. This establishes reliable operations that impact the reputation of CARE GARDEN THERAPY PTY LTD and include:

a) CARE GARDEN THERAPY PTY LTD‘s operation and upholding standards of the set-out Official Website.

b) CARE GARDEN THERAPY PTY LTD‘s operation and upholding standards of the set-out Vision Statement.

c) CARE GARDEN THERAPY PTY LTD‘s operation and upholding standards of the set-out Mission Statement.

d) CARE GARDEN THERAPY PTY LTD‘s operation and upholding standards of the set-out Company Values.

e) CARE GARDEN THERAPY PTY LTD‘s operation and upholding standards of the set-out internal documents including policies and procedures, service agreements, contracts, handbooks and other manuals, position descriptions, forms and templates, training materials, etc.

Internal Systems

CARE GARDEN THERAPY PTY LTD utilises a variety of systems to assist in the successful and compliant operation of its business. These internal systems require review and improvement according to the action items from the gathered information from various sources:

a) Financial Systems for all aspects of Financials and Accounting.

b) Business Systems for all aspects of Business, Workers, and Management.

c) Participant Systems for all aspects of participant information, planning, service provision, medical provision, care requirements, etc.

Quality Management

Audit and Review

This Policy and Procedure, in conjunction with both the *Records and Information Management and the Feedback and Complaints Policies and Procedures*, holds a structure for ensuring the continuous improvement and development of CARE GARDEN THERAPY PTY LTD. To guarantee up-to-date policies and procedures, they will be formally reviewed at a minimum of once a year. CARE GARDEN THERAPY PTY LTD reviews will involve the workers, participants and any other stakeholder.

It affiliates with the NDIS Practice Standards and Quality Indications and is continuously updated and reviewed to adhere to new and upcoming standards. CARE GARDEN THERAPY PTY LTD also understands its responsibility as providers to not only comply with the Standards but to follow all other rules, regulations, laws, and legislations related to their operation, care provision and service provision.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Records and Information Management Policy and Procedure
- Governance - Business Strategic and Operational Plan
- Governance - Continuous Improvement Plan
- Governance - Continuous Improvement Register
- Governance - Internal Audit Schedule
- Feedback and Complaints Management Policy and Procedure
- Complaints and Feedback - Company Feedback Form
- Complaints and Feedback - Complaints and Feedback Register
- Complaints and Feedback - Complaints Process Checklist
- Incident Management Policy and Procedure
- Incident Management - Incident Register
- Risk Management Policy and Procedure

- Risk Management - Risk Management - Risk Register

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.8 Records and Information Management Policy and Procedure

Purpose and Scope

This policy and procedure will provide workers with relevant information on the development and continued maintenance of documentation and records, as well as ensure the clarification of the responsibilities of the workers. This information will apply to all workers and managers along with the documents that relate to the company, ensuring it meets all relevant legislation, regulations, and standards.

The aim of this policy and procedure is to ensure that all the information provided to and recorded by CARE GARDEN THERAPY PTY LTD workers is accurate, reliable, and functional, providing clear evidence of decisions and transactions that promote business operations and formulate policies and methods. The goal is to ensure CARE GARDEN THERAPY PTY LTD meets the requirements and expectations ofthe community.

Information and documentation created for CARE GARDEN THERAPY PTY LTD‘s records and information designed or developed in all formats, including:

- Paper documents
- Emails
- Text signals
- Audio image equipment
- Business system data

All systems used to generate, process and store information and records, including:

- Participant and economic administration systems
- Email correspondence
- Websites
- Social media
- Databases

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Information Management	Collection and management of information from one or more sources.

Information	Facts provided or learned by something or someone.
Records Management	Records management, also known as records and information management, is an organisational function devoted to the management of information in an organisation throughout its life cycle, from the time of creation or receipt to its eventual disposal.
Retention and Disposal Schedules	This is the record keeping produced and maintained by CARE GARDEN THERAPY PTY LTD, as well as ensuring proper means for discarding records appropriately.
Record	A record is a thing consisting of evidence about the past; it is a documented account kept in writing or another permanent form.

Policy

A well-maintained records management system supports the provision of quality services to participants. CARE GARDEN THERAPY PTY LTD is committed to the development and maintenance of data and record management methods that satisfy the needs of the company, legislative requirements, and compliance standards.

CARE GARDEN THERAPY PTY LTD information and records are resources that are vital for ongoing procedures and valuable evidence of business choices, operations, and transactions. For CARE GARDEN THERAPY PTY LTD to efficiently develop and maintain its business, data creation and maintenance must follow all phases of the data life cycle. The cycle begins with the creation of the record, which is the initial development.

The process then continues into storing and using; this involves the proper storage methods being followed, as well as the correct means of use, including confidentiality and security. The next stage of the cycle is archiving; this is when inactive documents are stored for their required time before the final stage of the cycle is implemented. The final stage is the disposing of records and destroying correctly archived documents.

Procedure

CARE GARDEN THERAPY PTY LTD utilises and implements the Records and Information Policy and Procedure to ensure all vital documentation and resources are stored and achieved in a safe and effective manner. At the beginning of employment, all workers are expected to undertake an induction, providing them with information on confidentiality, privacy, and information management; this is underlined in CARE GARDEN THERAPY PTY LTD‘s Human Resources Policy and Procedure.

Workers are then continuously reviewed regarding their knowledge and process of implementing data protection measures. The reviews are regular, and workers will have to do further training if required.

Any work-related data must remain in the CARE GARDEN THERAPY PTY LTD unless permission is granted by the Owner/CEO/Director. Any data generated by CARE GARDEN THERAPY PTY LTD workers during their employment, or obtained by workers from information development by CARE GARDEN THERAPY PTY LTD, is the property of CARE GARDEN THERAPY PTY LTD, including but not limited to:

- Equipment-based
- Paper
- Electronic
- Or any other format

Freedom of Information

CARE GARDEN THERAPY PTY LTD utilises an Access to Information Request Form to allow any person wishing to access information to understand the Rights and Responsibilities behind the requirement. The Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD handles receiving this form and following through with approval. CARE GARDEN THERAPY PTY LTD understands that they may have to provide personal documentation, information, or records to personnel requesting it. These persons may include:

- Participants themselves
- Government authorities/agencies
- Participants' representatives
- Participants' families or carers

Hard Copy Records

It is important that hard copy documents are:

- kept safe, maintained, and inspected regularly.
- kept free of water, mould, and dampness.
- kept away from the immediate risks of sun, heat, and fire.

Restrictions are implemented to decrease the chances of theft, misuse, or loss of records.

Private information belonging to the CARE GARDEN THERAPY PTY LTD must be stored in a locked compartment. Keys used for lockboxes must also be locked away and only be accessed by authorised workers when necessary. In the case that confidential records need to be moved from CARE GARDEN THERAPY PTY LTD premises, they must be placed in a non-transparent lockable item (box, folder, briefcase).

Electronic Records

To ensure security, all CARE GARDEN THERAPY PTY LTD's business systems and computers will be password-protected and be limited to specific ranked workers. All workers must use different usernames and passwords to ensure control and security of services.

Furthermore, workers are expected to log off/lock unattended computers and ensure the area is kept clean.

Continuing to ensure the security of records, CARE GARDEN THERAPY PTY LTD will utilise protective systems for preserving and maintaining their electronic information that satisfies relevant legislative and legal obligations.

These systems have backup and disaster response arrangements to ensure further security. Formats that are not suitable for business records include:

- Email folders
- Shared folders
- Personal drives
- External storage devices (USB, hard drive)

CARE GARDEN THERAPY PTY LTD utilises and maintains Electronic Records depending on the type of documentation and its presented format. CARE GARDEN THERAPY PTY LTD always aims to keep all documentation secure and safe from damage, harm, or misuse.

CARE GARDEN THERAPY PTY LTD also recognises the need to maintain a strong and secure financial management system.

Development of Records

Personnel will document verbal meetings and seminars aligned with participants endorsing their company strategy. It requires guidelines to be observed, including follow-up to address the issues and provide input and responses. All CARE GARDEN THERAPY PTY LTD's workers are required to produce written reports of all business operations and decisions, including the communication and support of participants in the NDIS.

Records must be created in a suitable format that meets the best record-keeping procedure for the information documented. If forms are required to be created, Workers should observe if any similar forms have been required before requesting assistance from a manager or the Owner/CEO/Director. Record development must include all the necessary details and must be accurate, fact-based, and rational.

Hard-copy files should only be drawn up when necessary. Records should be created and stored digitally, wherever possible. This allows the minimisation of theft, damage, misuse, etc. Where documents and file notes occur, consideration should be given, ensuring to avoid replicating the same data. Data that is not connected with CARE GARDEN THERAPY PTY LTD‘s activities and decisions should not be recorded.

Management of Records

For guidance on which system information should be placed on, workers can contact the Owner/CEO/Director. All documents must be stored securely and in the appropriate categories. If information is received in a digital format, then this format should be maintained. Digital documents should not be converted to a different digital format; it is essential to keep their original format.

Inactive documents are records that are not widely used or utilised for current business operations; they may need to be archived or reviewed. If they have already been archived for a specific length of time, they must be disposed of appropriately. Recognition of whether documentation needs to be archived or disposed of is the responsibility of the Owner/CEO/Director.

Archiving Electronic Records: If electronic records are not contained in an information management system, the data must be maintained for internal or external access on a secure platform. Care must be taken when upgrading applications to ensure that all file formats and record-keeping equipment remain accessible as long as the document is needed to be preserved. Using archive facilities in the electronic information management systems of CARE GARDEN THERAPY PTY LTD, electronic records will be archived.

Archiving Hard-copy Records: To ensure all records are kept in their retention period for the correct amount of time, they must not be moved from their area until their retention time is up.

When archiving documents, all extra materials, such as plastic sleeves, rubber bands, etc., must be removed from the document before being archived. All inactive documents must remain together in an archive cabinet.

Every archived cabinet is required to:

- be numbered and stored in a safe place
- have a list of the contents attached to it
- be stored in a locked, secure room kept from any damaging situations (e.g., moisture, fire, pests, etc.)

CARE GARDEN THERAPY PTY LTD‘s method of destroying Hard Copy documents is by shredding.

CARE GARDEN THERAPY PTY LTD will contact an external company, such as an IT Technician, to remove or destroy any electronic files from electronic devices.

Using Records

As described in the Privacy and Confidentiality Policy and Procedure, personnel shall only access records required to perform their duties. Workers need to secure and lock unattended computers to protect documentation.

In connection with CARE GARDEN THERAPY PTY LTD's information management systems, approval must be obtained from the Owner/CEO/Director. Access to information systems will be evaluated periodically by the Owner/CEO/Director and may be modified, withdrawn, and dismissed if the position of any worker changes.

The Owner/CEO/Director performs annual physical and electronic access audits to ensure CARE GARDEN THERAPY PTY LTD safely and securely stores participants and company records. CARE GARDEN THERAPY PTY LTD checks all workers' use of documentation on a frequent basis and conducts file audits to verify that documents are reliable and complete and guidelines are abided by.

Should any passwords be known by any unauthorised worker or a left employee CARE GARDEN THERAPY PTY LTD, the Owner/CEO/Director will ensure all passwords, including computers, alarm codes, or coded locks, are changed.

Archiving Requirements

Records considered to be public shall be kept for the times stated in the following:

VICTORIA:	Relevant Retention and Disposal Authority (Public Record Office Victoria) [https://prov.vic.gov.au/recordkeeping-government/how-long-should-records-be-kept/retention-and-disposal-authorities-rdas [Remove if you do not provide services for this state]
NEW SOUTH WALES:	Relevant Functional Retention and Disposal Authority (NSW State Archives and Records) [https://www.records.nsw.gov.au/recordkeeping/rules/retention-and-disposal-authorities/functional [Remove if you do not provide services for this state]
NORTHERN TERRITORY:	Relevant Records Disposal Schedule (Northern Territory Archives Service)

	[https://dtsc.nt.gov.au/arts-and-museums/northern-territory-archives-service/government-recordkeeping [Remove if you do not provide services for this state]
QUEENSLAND:	Relevant Retention and Disposal Schedule (Queensland State Archivist) [https://www.forgov.qld.gov.au/search-retention-and-disposal-schedule [Remove if you do not provide services for this state]
SOUTH AUSTRALIA:	Relevant Disposal Schedule as per the Adequate Records Management Framework (State Records of South Australia) [https://government.archives.sa.gov.au/content/disposal [Remove if you do not provide services for this state]
TASMANIA:	Relevant Retention and Disposal Schedule (Office of the State Archivist Tasmania) [https://www.informationstrategy.tas.gov.au/Publications/Pages/RDS-List.aspx [Remove if you do not provide services for this state]
ACT:	Relevant Disposal Schedule (Territory Records Office) [https://www.territoryrecords.act.gov.au/recordsdisposal/agencyrecordsdisposalschedules [Remove if you do not provide services for this state]
WESTERN AUSTRALIA:	Relevant Retention and Disposal Schedule (State Records Office of Western Australia) [http://www.sro.wa.gov.au/state-recordkeeping/disposal-state-records [Remove if you do not provide services for this state]

Businesses are required to establish and maintain documents for each worker from the time of initial hiring for an ongoing seven years. [Disregard if you do not have staffing arrangements]

In most instances, the documents of the CARE GARDEN THERAPY PTY LTD are not for public access, as they contain private data subject to State and Federal Privacy Laws.

Documents must be retained for at least seven years from the date of creation if relating to NDIS operations.

CARE GARDEN THERAPY PTY LTD is required to keep records for up to five years from the date of creation for The Australian Taxation Office (ATO).

Businesses must maintain documents from the time they were established for up to seven years for the Australian Securities Investment Commission (ASIC).

Supporting Documents

Documents relevant to this policy and procedure include:

- Privacy and Confidentiality Policy and Procedure
- Governance - Internal Audit Schedule

Policy Review

CARE GARDEN THERAPY PTY LTD may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers, and workers every year.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.9 Progress Notes Policy and Procedure

Purpose

This Policy outlines the guidelines and expectations for CARE GARDEN THERAPY PTY LTD Disability Support Workers (DSWs) to document their daily activities, services, and support provided to participants. The accurate and comprehensive documentation of progress notes ensures effective communication, accountability, and quality service delivery.

Scope

All provisions in this Policy and Procedure extend to all employees and meet relevant laws, regulations, and standards.

Definition

Progress Notes – These are documents that a DSW completes at every end of shift for participants which contains relevant information that sums up the support delivered during the shift. They reflect a participant's movement towards their goals, as identified in their individual support plans, and also represent a record of events on each shift, and thereby serves as a communication tool for the DSWs.

Responsibilities

Care Management

- Care Management will be responsible for the on-site enforcement of this Policy and Procedure with the assistance of Team Leaders or delegates.

Compliance or Delegate

- Compliance or delegate(s) will monitor the adherence to this Policy and Procedure.
- Compliance or delegate(s) will perform quality assurance of progress notes.
- Compliance will support Care Managers, Team Leaders, or delegate(s) in the enforcement.

Administration

- Reporting, storing, and monitoring duties regarding progress notes are the responsibility of the Administration.

Worker

- Full compliance is only possible through proper documentation on the end of CARE GARDEN THERAPY PTY LTD's DSWs.

Policy

Importance of Progress Notes

a) They help CARE GARDEN THERAPY PTY LTD and DSWs to plan better interventions and evaluate ongoing support and care for the participants.

b) They help CARE GARDEN THERAPY PTY LTD and the participant's family or care team to stay informed about the participant's condition, needs, routines, and the progress they've made so far.

c) They help CARE GARDEN THERAPY PTY LTD, staff, and others effectively communicate with each other and make shift transitions smoother.

d) They guide health professionals to implement participant goals.

e) They are critical to high-quality service delivery.

f) They can be made part of the legal record for audits, investigations, and legal proceedings.

g) Well-written progress notes help CARE GARDEN THERAPY PTY LTD improve delivery of care, pass NDIS quality audits, and claim legal protection.

Procedures

Documentation

Guidelines

Timeliness and Diligence

DSW are expected to document their activities and interactions with participants on the same day the services are provided. Timely and diligent documentation ensures that accurate and relevant information is recorded.

Failing to record and save daily progress notes as mandated will be officially regarded as a shift not worked. No Progress Notes submitted later than the day it was expected will be accepted and will be considered a shift rendered.

The number of entries of Progress Notes are participant-based and not shift-based. This means that a separate Progress Note must be created for every participant that the DSW supported regardless when they delivered their support to the specific participant.

Language Dos and Don'ts

Progress notes should be written in a clear, concise, and objective manner. Use professional language, avoiding jargon or slang. Notes should focus on the factual information related to the services and supports provided.

a) Good progress note writing starts with recording information objectively. This ensures that you report only concrete and measurable facts. You should document what you witnessed (both positive and negative occurrences), initiated, and what happened during the shift.

b) Use fewer words to convey your message. You should be specific, accurate, and to the point. Writing concise progress notes in disability will enable other DSW to review your progress notes quickly and reduce your time spent writing.

c) If you write in an active voice, your progress notes will be easy to understand. To make sure you record entries in active voice, focus on the doer of an action rather than the receiver of the action.

d) It is recommended that you always use the full word/s where possible to avoid miscommunication. You can, however, use acronyms when your readers need to know them or when they are familiar with the full term such as GP/BSP/etc.

e) Failure to properly document a participant's condition, medications administered, etc. can lead to poor outcomes for participants. If you see a mistake, simply strikethrough or highlight the error. Never use white-out or scribble out a wrong entry. You'll also need to note (along with your signature and current date) next to it, describing the error.

Person-Centred Approach

Progress notes should reflect a person-centred approach, highlighting the participant's preferences, goals, and outcomes achieved. Include relevant information about the participant's strengths, interests, and any changes observed.

CARE GARDEN THERAPY PTY LTD' provision of services to the participants should be directed towards their NDIS goals. The staff should record all relevant activities and or engagement that CARE GARDEN THERAPY PTY LTD provided during the shift. This could include skill building or skill enhancing activities that may develop the participant.

This is important so that the participant's families, care team, and other support persons could monitor the progress of the participant. From here, they would be able to identify if there are any shortcomings in achieving the participant's goals.

Details to Include

Primary Elements to Include

a) DSW name

b) Date and time

c) Information that is vital to the participant's care plan

d) Details about significant events involving the participant

Depending on the Specific Home Care Situation, Other Information to Include Are

a) Visits from health professionals

b) Changes in emotional well-being

c) Carer interventions and assistance given

d) Changes in behaviour

e) Degree of participation in activities

f) Behaviour of concern (what happened before, during and after)

g) Reactions to medications

h) Concerning changes in physical appearance

i) Dietary notes

Tools

People Management System

Utilising electronic systems, where available, for documenting progress notes promotes efficiency, accessibility, and the ability to track changes over time. For CARE GARDEN THERAPY PTY LTD, a People Management System is used. The DSW is required to log in the PMS app to complete their progress notes every day before the end of their shift. Purposes of a People Management System:

a) To properly profile relevant information of DSW and participants

b) To roster a DSW so that they know when their shifts are

c) To facilitate correct compensation of DSW

d) To allow ease of progress notes documentation for DSW

e) To properly and securely document CARE GARDEN THERAPY PTY LTD supports and services provided

f) To assist in reporting and monitoring of CARE GARDEN THERAPY PTY LTD supports and services provided

g) To help in tracking the progress of participants

Progress Notes Book

The DSW must use the designated Progress Notes Book provided by CARE GARDEN THERAPY PTY LTD in each House for manual documentation. This shall only be an option upon contingency such as when PMS is unable to support data entry by the time a DSW needs to end their shift.

The DSW are solely responsible for documenting their daily activities and support provided to the participants. They are required to follow the guidelines outlined in this policy and include as many details as applicable. Their progress notes must be legible, complete, organised, and securely stored.

Reporting

Administration Responsibilities

a) Allotting time to download and upload Progress Note Reports every day

b) Ensuring that Progress Notes and To-Do Lists are downloaded daily, weekly, and monthly from the People Management System

c) Ensuring that all updated Progress Note Reports are saved in participant folders daily, weekly, fortnightly, monthly or as needed

d) Ensuring that information in Progress Note Reports are complete

e) Regular checking of Progress Notes to ensure that participants' progress is captured (i.e participants behaviours of concern, community access of the participant, etc.)

f) Coordinating immediate action with concerned DSW for missing or incomplete reports

g) Maintaining monitoring report for follow up

Training and Support

Orientation

New DSW should receive comprehensive orientation and training on the documentation policy. This includes understanding the importance of accurate progress notes and how to use documentation tools effectively.

Ongoing Education

Periodic training sessions should be conducted to refresh staff knowledge on documentation practices, privacy guidelines, and any updates to this policy. This is also essential to address any concerns, clarifications, or adjustments that could impact the completeness and accuracy of the DSW progress notes.

Quality Management

Audit and Review

Regular audits and reviews of progress notes should be conducted by designated personnel to ensure compliance with the Policy and quality standards. This documentation policy should be subject to periodic reviews to ensure it remains aligned with best practices, regulatory requirements, and organisational goals.

Continuous Improvement

Generally, this entire Policy and Procedure will be reviewed in consultation with people using the service, their families and carers, and workers every year. CARE GARDEN THERAPY PTY LTD may make changes to this policy and procedure from time to time to improve the effectiveness of its operation.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders and their feedback. Feedback for improvement should be provided to the Management. The Management must review and act upon the recommendations accordingly.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- NDIS - Progress Notes

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review

1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.10 Feedback and Complaints Management Policy and Procedure

Purpose

This Policy and Procedure are intended to provide workers and participants information on how they can provide feedback, compliments, and complaints about any aspect surrounding CARE GARDEN THERAPY PTY LTD.

The purpose of this Policy and Procedure is to ensure all workers of CARE GARDEN THERAPY PTY LTD understand and acknowledge what is expected of them when delivering services of care. Workers should aim to adhere to and enforce the rights and responsibilities of the participants.

This ensures the operations implemented within CARE GARDEN THERAPY PTY LTD's framework reflect the best interests of the participant. In addition to this, this Policy aims to ensure all workers have adequate knowledge, skills and resources to manage feedback, complaints and compliments effectively.

Scope

The discussion will have to be determined in the most appropriate method to address or respond to any feedback, compliments, and complaints. For any issue that arises from a CARE GARDEN THERAPY PTY LTD worker, however, it will be the responsibility of the Owner/CEO/Director or Management to conform to a solution strategy.

If required, CARE GARDEN THERAPY PTY LTD may refer to the *Disputes and Grievances Policy and Procedure* for further assistance. This Policy and Procedure extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Grievance – A complaint or a strong feeling that you have been treated unfairly.

Complaint – A statement that something is unsatisfactory or unacceptable. In this policy, a complaint will be identified as a minor issue that can be settled promptly and will not involve a detailed investigation.

Compliment – A polite expression of praise or admiration.

Feedback – Information about reactions to a product, a person's performance of a task, etc., is used as a basis for improvement.

Procedural Fairness – The idea of fairness in the processes that resolve disputes and allocate resources.

Responsibilities

Owner/CEO/Director

- Primary accountability for this Policy and Procedure
- Performing internal/external audits
- Internal reviews
- External audit schedule

Management

- Implement training for this Policy and Procedure.
- Undertake performance reviews annually.
- Recognise future needs.
- Review the efficiency of CARE GARDEN THERAPY PTY LTD.
- Ensure privacy and confidentiality are always upheld.
- Promote acknowledgement of all complaints quickly (within 1 working day).
- Ensure consultation with participants regarding acknowledgement and desired outcome if named.
- Respect anonymous complaint or feedback forms and conduct Management in the same manner as a named form.
- Respond to participants with a clear outcome or decision.
- Implement any Correct Action Requests if required.
- Conduct a thorough internal assessment or review should any systemic issues arise.
- Prioritise complaint form resolution in lieu of harm and risk reduction.
- Begin the resolution pathway or be nominated to another personnel.
- Investigate any issues brought forth.

- Review alteration in service provision or care.
- Praise workers or Management when positive feedback is provided.

Worker

- Record feedback, complaints, or compliments.
- Receive constructive criticism where required.
- Observe and monitor overall operation as well as personal operation.
- Remain honest and truthful when completing a complaint form, survey, or feedback form.
- Encourage participants to complete a complaint form or feedback form when required.
- Provide any personnel wishing to complete a form with the correct and most up-to-date document at CARE GARDEN THERAPY PTY LTD.
- Ensure full endorsement when corrective actions are put into place.
- Ensure privacy and confidentiality are always upheld.
- Maintain respect for all persons filing a complaint or feedback.
- If the worker receives the form, pass it on to CARE GARDEN THERAPY PTY LTD‘s Owner/CEO/Director in an appropriate and timely manner.

Policy

CARE GARDEN THERAPY PTY LTD is committed to fostering a positive and communicative workplace by adhering to the *Human Resource Policy and Procedure*. This ensures all workers understand their rights, responsibilities, and the standards for appropriate workplace behaviour.

This policy is developed in accordance with the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*. CARE GARDEN THERAPY PTY LTD acknowledges that complaints and feedback may identify reportable incidents and is dedicated to ensuring that all reportable incidents are addressed in accordance with the guidelines outlined in these Rules.

CARE GARDEN THERAPY PTY LTD aims to create an environment that welcomes positive feedback while addressing complaints constructively, supporting continuous improvement in the organisation’s services, facilities, and overall operations.

Comprehensive training is provided to equip staff with the skills and knowledge needed to effectively handle feedback and complaints. This training emphasises the importance of open communication, respectful engagement, and professional handling of concerns.

Employees learn to document and escalate complaints appropriately, maintain confidentiality, and use feedback to drive meaningful improvements. Positive comments are equally valued, as they contribute to a motivated and collaborative workplace culture.

CARE GARDEN THERAPY PTY LTD ensures that feedback—whether positive or constructive—is utilised to strengthen processes and relationships by actively promoting transparency and responsiveness.

Complaints are seen as opportunities to enhance CARE GARDEN THERAPY PTY LTD's services, while compliments reinforce the practices that resonate with workers and participants.Through this approach, CARE GARDEN THERAPY PTY LTD builds trust, maintains high standards, and upholds its reputation for excellence.

Procedures

Distribution

CARE GARDEN THERAPY PTY LTD understands and recognises the importance of ensuring all participants, families, advocates, representatives, and other relevant personnel obtain the essential information in a way that is easily comprehensible to the participants and others.

CARE GARDEN THERAPY PTY LTD will offer all persons a variety of ways to access the information documented in CARE GARDEN THERAPY PTY LTD's Participant Handbook, Participant Rights and Responsibilities, and the Feedback, Compliments and Complaints Form. In line with this, a participant who wishes to submit feedback, compliment, or complaint will be presented with the information involving this Policy.

These documents will contain all the relevant information on how to effectively manage feedback and complaints, as well as information on how participants should lodge feedback, compliments, or complaints.

Additionally, CARE GARDEN THERAPY PTY LTD will ensure the display of the relevant information within the facility of CARE GARDEN THERAPY PTY LTD to ensure it is easily accessible to all persons. Workers are able to obtain a copy of these documents upon request.

Overview

Feedback and complaints will be treated confidentially and will only be addressed directly with the individuals involved. All details regarding feedback and complaints will be maintained in a secure

manner in accordance with the privacy legislation and CARE GARDEN THERAPY PTY LTD's*Privacy and Confidentiality and Records and Information Management Policies and Procedures*.

The CARE GARDEN THERAPY PTY LTD will report yearly to the State Authority for Disability Services in the manner required by the Official and verify the number of complaints obtained and how the complaints were handled.

CARE GARDEN THERAPY PTY LTD will utilise the standard 5-step guideline to managing feedback, compliments and complaints as outlined below:

1. Receive
2. Record
3. Acknowledge
4. Resolve
5. Communicate Resolution

There are a variety of ways participants of CARE GARDEN THERAPY PTY LTD can provide feedback, compliments, or complaints. Below outlines the ways in which participants will be able to share their suggestions and provide feedback, compliments, or complaints to CARE GARDEN THERAPY PTY LTD:

a) Mail (Post)

b) Email Address

c) Management Meetings

d) Phone

e) Satisfaction Surveys

f) Feedback Collection by workers

g) Participant Forums

h) Feedback and Complaint Forms

Step 1: Receiving Feedback or Complaints

CARE GARDEN THERAPY PTY LTD utilises a variety of forms to analyse complaints or feedback from relevant personnel. Should any individual of CARE GARDEN THERAPY PTY LTD wish to file a complaint, they are encouraged to discuss the matter personally with any preferred worker of CARE GARDEN THERAPY PTY LTD beforehand.

This is offered in order to attempt to resolve the concern before a reference to the complaints or grievance process. All complaints and grievances shall be sent to the Management for resolution. Staff also have the right to file a complaint via anonymous means.

As a first measure towards resolution, if applicable, minor concerns will be discussed with the concerned individuals. If the issue cannot be settled within 24 hours, this should be handled by Management in a timely and appropriate manner. Management is responsible for ensuring diligence when handling complaints and feedback forms.

CARE GARDEN THERAPY PTY LTD gives the opportunity to any participant who wishes to file a complaint to hire an advocate to speak on their behalf. Any complaint received will be treated with respect and confidentiality.

Should a complaint allege real or perceived criminal acts, injustice, abuse or neglect, it is instantly addressed to the Owner/CEO/Director. The Owner/CEO/Director must immediately record the case and seek to resolve the allegation or issue with the appropriate authority. Individuals can make a complaint directly to the following agencies at any time they wish to:

a) NDIS Commission Complaints, Integrity and Privacy Unit

b) The National Disability Insurance Agency (NDIA)

c) Disability Services Commission

Grievances may be lodged immediately, either in writing by filling out a Feedback and Complaints form or verbally. They can be lodged through:

a) In writing to: 48 Bantry Drive

b) By email to: sheryl0618@yahoo.com.au

c) By phone on: 0456198339

Step 2: Recording Feedback or Complaints

CARE GARDEN THERAPY PTY LTD's Management will record and document any filed feedback or complaint forms in liaison with the *Records and Information Policy and Procedure*. All documentation and outcomes will be retained for a minimum of 7 years; should the issue escalate to external agencies such as the police, documents will be achieved indefinitely.

CARE GARDEN THERAPY PTY LTD maintains a Feedback and Complaint Register to assist with this process. Documentation will be stored in both hard copy and soft copy format in order to minimise the opportunity for theft, misuse, loss, and error.

Hard copy files will be retained at CARE GARDEN THERAPY PTY LTD‘s main office in a lockable and safe filing cabinet. Soft copy files will be kept at CARE GARDEN THERAPY PTY LTD‘s main office on the Owner/CEO/Directors computer under a lockable and password-protected document.

Management and the Owner/CEO/Director will be the only persons who can access these documents. The person filing the feedback or complaint will be provided with a copy upon submission for their personal reference, unless the complaint was filed anonymously.

Step 3: Acknowledging Feedback or Complaints

CARE GARDEN THERAPY PTY LTD‘s workers or Management will acknowledge any named feedback or complaint forms submitted by liaising with the person(s) providing the form. Acceptance of the claim will be conducted within 1 working day as a preference; however, this can be conducted within 2 working days if the non-conformity or issue is seen as minor. This is done in order to establish a therapeutic relationship of confidence and cooperation with the individual filing the form.

CARE GARDEN THERAPY PTY LTD will provide the individual with an opportunity for anonymity. This is conducted if the individual has not nominated a preference when filing the form to CARE GARDEN THERAPY PTY LTD. Should the individual wish to remain anonymous, this suggests they may not be willing or expected to communicate, and therefore the issue should be resolved within CARE GARDEN THERAPY PTY LTD accordingly.

Should the individual remain named, the worker or Manager of CARE GARDEN THERAPY PTY LTD will employ direct communication in the individual’s preferred method in order to establish a favourable outcome. CARE GARDEN THERAPY PTY LTD will hold realistic expectations and, if required, present the case or issue to other organisations where it has been identified as being more effective to deal with.

CARE GARDEN THERAPY PTY LTD will provide the individual filing with the feedback or complaint form with an appropriate time frame and the resolution plan. Acceptance and acknowledgement need to be given by the individual to ensure they approve the plan for improvement or resolution.

Step 4: Resolving Feedback or Complaints

When settling a complaint or grievance, Management will continuously involve the individual in filing the form by keeping the individual informed of the complaint’s development, if applicable. This allows the individual to address any gaps found in the information supplied.

CARE GARDEN THERAPY PTY LTD provides the opportunity for the individual to request further information upon request as CARE GARDEN THERAPY PTY LTD recognises the importance of including the individual in order to promote trust and transparency. CARE GARDEN THERAPY PTY LTD should document the outcomes of the resolution method and aim to improve the organisation's practices to avoid similar complaints or negative feedback.

Should a corrective action request be required, Management of CARE GARDEN THERAPY PTY LTD will complete, monitor, and review accordingly. Upon notification of a complaint from the NDIS Commission, it is immediately forwarded to CARE GARDEN THERAPY PTY LTD's Owner/CEO/Director or nominated Management personnel for action; this requires a corrective action to be completed immediately with appropriate monitoring and reviews.

Step 5: Communicating Resolution from Feedback or Complaints

CARE GARDEN THERAPY PTY LTD's Management will tend to all complaints, grievances and feedback forms as quickly and efficiently as possible. Issues or non-conformities will be resolved within 28 days of receiving the Complaint Form.

Should a complaint or grievance be unresolvable within 28 days, the complainant will be provided with a notification of the process completed so far, including the plan for the near future. The notification will also provide the expected date for a full response. The notification of the update will be provided verbally and then confirmed in writing.

Should the issue or non-conformity be resolved, CARE GARDEN THERAPY PTY LTD's Management will verbally discuss the outcome with the individual filing the complaint. Following the discussion, Management will deliver the outcome in a written format allowing them the opportunity to make further contact. Should the individual be happy with the outcome, CARE GARDEN THERAPY PTY LTD will request feedback on the complaint-handling process to ensure all appropriate measures are taken.

Assistance will be given to support complainants' knowledge of correspondence concerning complaints and grievances where required, for example, interpreters, referrals to advocates, etc. Opportunities for measures responding to a complaint include but are not limited to:

a) Explanation of procedures

b) Resolving a concern

c) Presenting an expression of regret

d) Continuing monitoring of issues

e) Providing training regimes, development and education to workers

The Owner/CEO/Director will use CARE GARDEN THERAPY PTY LTD's Registry of Complaints and Grievances to register each complaint, track the progress and results of the inquiry and how the findings were conveyed to the participants.

Dispute Resolution Contacts and Extended Cases

Where complaints involve allegations that may constitute a reportable incident (such as abuse, neglect, or serious injury), CARE GARDEN THERAPY PTY LTD will immediately enact the incident

management process in accordance with the *NDIS (Incident Management and Reportable Incidents) Rules 2018* and notify the NDIS Commission as required.

If an individual continues to be unhappy with the result of their complaint or grievance, they will be given the details of other organisations they can use to support them in achieving a solution. Please see the *Disputes and Grievances Policy and Procedure* for more detailed procedures.

In the Complaints and Grievances, registered escalated complaints will be tracked in the same manner as other complaints, and the same communication processes will be applied as set out above. If necessary, the Director will communicate with the complainant instead of the CARE GARDEN THERAPY PTY LTD Coordinator.

CARE GARDEN THERAPY PTY LTD is committed to supporting participants' rights to access independent advocacy during the feedback and complaints process. Participants are informed of their right to involve an advocate (including an independent advocate of their choice) at any stage of the complaints resolution process. CARE GARDEN THERAPY PTY LTD will provide information about available advocacy services in a format accessible to the participant, assist with referral or contact if requested, and ensure that no negative consequences result from involving an advocate.

This approach aligns with the NDIS Practice Standards (Core Module 1.5 – Feedback and Complaints Management), which require that participants are supported to understand their rights and are empowered to use an advocate in the resolution of complaints.

Complaints to the National Disability Insurance Scheme Agency (NDIA) can be lodged;

- by phone on 1800 800 110,
- by email to enquiries@ndis.gov.au, or
- by online form at https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form.
- Source: https://www.ndis.gov.au/contact/feedback-and-complaints

Complaints to the NDIS Quality and Safeguards Commission can be made;

- by phone on 1800 035 544 or
- by Complaint Contact Form at https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF.
- Source: https://www.ndis.gov.au/contact/feedback-and-complaints

Complaints to the Ombudsman can be lodged;

Victoria [Remove if you do not provide services for this state]

- by phone on 1800 806 314 or
- by online Complaint Form at www.ombudsman.vic.gov.au/.
- Source: https://www.ombudsman.vic.gov.au/contact-us/

New South Wales [Remove if you do not provide services for this state]

- by phone on 1800 451 524 or
- by online Complaint Form at https://www.ombo.nsw.gov.au/make-a-complaint.
- Source: https://www.ombo.nsw.gov.au/complaints/how-to-make-a-complaint

Queensland [Remove if you do not provide services for this state]

- by phone on (07) 3005 7000 or
- by online Complaint Form at https://www.ombudsman.qld.gov.au/make-a-complaint/makecomplaint.
- Source: https://www.ombudsman.qld.gov.au/about-us/contact-us

Tasmania [Remove if you do not provide services for this state]

- by phone on 1800 001 170,
- by online Complaint Form at https://www.ombudsman.tas.gov.au/complaints,
- by email to ombudsman@ombudsman.tas.gov.au to submit a filled out Complaint Form, or
- by mail to GPO Box 960, Hobart, 7001 to submit a filled out Complaint Form.
- Source: https://www.ombudsman.tas.gov.au/complaints

Western Australia [Remove if you do not provide services for this state]

- by (08) 9220 7555 or 1800 117 000 (free from landlines) or
- by online Complaint Form at https://www.ombudsman.wa.gov.au/Complaints/Complaint_Form.htm.
- Source: https://www.ombudsman.wa.gov.au/Complaints/Your_complaint.htm

South Australia [Remove if you do not provide services for this state]

- by phone on (08) 7322 7020 or 1800 182 150 (outside metro SA only),

- by online Complaint Form at https://forms.sa.gov.au/#/form/5e1ce5d5ad9c5c3a841276d0/app/674d7ae70e0bc49a276bdb7f, or
- by mail to Kaurna Country, PO Box 3651, Rundle Mall SA 5000.
- Source: https://www.ombudsman.sa.gov.au/make-a-complaint/how-to-make-a-complaint

Australian Capital Territory [Remove if you do not provide services for this state]

- by phone on (02) 5117 3650 or
- by online Complaint Form at https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm.
- Source: https://www.ombudsman.act.gov.au/complaints/how-to-make-a-complaint

Northern Territory [Remove if you do not provide services for this state]

- by phone on 08 8999 1818 or free call on 1800 806 380 or
- by online Complaint Form at https://www.ombudsman.nt.gov.au/.
- Source: https://www.ombudsman.nt.gov.au/

Complaints to the Office of the Commissioner for Privacy and Data Protection can be lodged;

Victoria [Remove if you do not provide services for this state]

- by phone on 1300 006 842,
- by online Privacy Complaint Form at https://make-a-privacy-complaint.ovic.vic.gov.au/, or
- by email to privacy@ovic.vic.gov.au.
- Source: https://make-a-privacy-complaint.ovic.vic.gov.au/

New South Wales [Remove if you do not provide services for this state]

- by phone on 1800 472 679 or
- by email to ipcinfo@ipc.nsw.gov.au.
- Source: https://www.ipc.nsw.gov.au/about-us/contact-us

Queensland [Remove if you do not provide services for this state]

- by online Privacy Complaint Form at https://www.oic.qld.gov.au/about/privacy/make-a-privacy-complaint
- by email to administration@oic.qld.gov.au, or
- by mail to the Office of the Information Commissioner, PO Box 10143, Adelaide Street, Brisbane QLD 4001.
- Source: https://www.oic.qld.gov.au/guidelines/for-government/guidelines-privacy-principles/privacy-complaints/how-to-make-a-privacy-complaint-a-guide-for-individuals

Tasmania [Remove if you do not provide services for this state]

- by phone on 1800 001 170,
- by online Complaint Form at https://www.ombudsman.tas.gov.au/complaints,
- by email to ombudsman@ombudsman.tas.gov.au to submit a filled out Complaint Form, or
- by mail to GPO Box 960, Hobart, 7001 to submit a filled out Complaint Form.
- Source: https://www.ombudsman.tas.gov.au/personal-information-protection
- Note: The Ombudsman of Tasmania also serves as the Tasmanian Privacy Commissioner under the Personal Information Protection Act 2004 (Tas). This dual role oversees complaints and issues relating to breaches of personal information and privacy.

Western Australia [Remove if you do not provide services for this state]

- by phone on (61) 8 6551 7888,
- by email to info@oic.wa.gov.au, or
- by mail to Albert Facey House, 469 Wellington Street, Perth WA 6000.
- Source: https://www.wa.gov.au/organisation/office-of-the-information-commissioner

South Australia [Remove if you do not provide services for this state]

- by email to PrivacyCommittee@sa.gov.au.
- Source: https://www.archives.sa.gov.au/privacy-committee/making-a-privacy-complaint

Northern Territory [Remove if you do not provide services for this state]

- by online Feedback Form at https://industry.nt.gov.au/feedback.
- Source: https://theterritory.com.au/privacy

Quality Management

Feedback and Complaints Review

To ensure CARE GARDEN THERAPY PTY LTD effectively responds to feedback and complaints, CARE GARDEN THERAPY PTY LTD's workers and Management will regularly review the complaints and feedback given to improve their practices when delivering quality services of care.

CARE GARDEN THERAPY PTY LTD and its workers understand the importance of recognising the specific issues identified through complaints and feedback, as well as implementing certain measures and strategies to improve the practices of CARE GARDEN THERAPY PTY LTD.

When reviewing complaints and feedback, it is important for workers and Management to consider the probable causes of the issue and how to minimise or eliminate these causes. CARE GARDEN THERAPY PTY LTD will also ensure to consider the development of improvement as a result of taking action and the progress of implementation of new strategies. All improvements should be documented in CARE GARDEN THERAPY PTY LTD's Continuous Improvement Register.

Continuous Improvement

Management of CARE GARDEN THERAPY PTY LTD will encourage good quality practice, continuous improvement, and an honest, supportive, respectful philosophy that supports and encourages workers, participants, and all other individuals to make complaints and report matters without concern of retribution. This will be evaluated in yearly Performance Reviews of management and workers.

All feedback, compliments, and complaints will be addressed during team meetings, in which the Continuous Improvement Plan will be utilised to make the necessary modifications that would better suit the participants, workers, and operations of CARE GARDEN THERAPY PTY LTD.

Feedback and complaint records will be tracked and examined to detect any continuing concerns. This will be reported on a three-monthly basis to the Director as part of the report on Continuous Improvement.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedure from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers, and workers every year. All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Human Resource Policy and Procedure
- Privacy and Confidentiality Policy and Procedure
- Records and Information Management Policy and Procedure
- Disputes and Grievances Policy and Procedure
- Complaints and Feedback - Complaints Process Checklist
- Complaints and Feedback - Complaints and Feedback Register
- Complaints and Feedback - Complaints and Feedback Form
- Governance - Continuous Improvement Plan
- Governance - Continuous Improvement Register

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.11 Participant Incident Management Policy and Procedure

Purpose

This Policy and Procedure is specifically designed for the effective management of participant incidents, ensuring a consistent and comprehensive approach across all situations. It aims to establish a holistic framework that prioritises the safety, dignity, and wellbeing of participants while meeting all regulatory and organisational requirements.

The ultimate goal of this Policy is to protect participants, minimise risks, and prevent future incidents through effective management and corrective actions. It promotes accountability by clearly defining roles and ensuring all involved are held to high standards.

Scope

This Policy relates to all participants, inclusive of disabled individuals. This Policy ensures incidents are identified, reported, responded to, investigated, and resolved systematically. This includes clearly defined roles, responsibilities, and processes for workers and Management, as well as mechanisms for feedback and continuous improvement.

Transparency is emphasised through open communication and thorough documentation, fostering trust and ensuring continuous improvement in incident management practices. This meets relevant laws, regulations, and standards.

Definitions

Abuse (specific to this Policy and Procedure) – The improper treatment of an individual. This can include but is not limited to:

a) Sexual Abuse

b) Child Abuse

c) Bullying

d) Physical Abuse

e) Emotional Abuse

f) Domestic Violence

Harm (in the context of child protection legislation) – Physical or psychological injury, especially that which is deliberately inflicted, including but not limited to harm caused by:

a) Mental Abuse

b) Physical Abuse

c) Emotional Abuse

d) Sexual Abuse

e) Neglect

Incident (in the context of this Policy and Procedure) – An event that occurs that causes harm or could have caused harm towards a participant or a worker of support/services.

Mandated Notifiers – They are required by law to notify the Department for Child Protection if they suspect on reasonable grounds that a child or young person is, or maybe, at risk of harm. This obligation arises when a mandated notifier forms this suspicion in the course of their employment (whether paid or voluntary). They include but are not limited to the following:

a) Registered Nurses

b) Doctors

c) Police

d) Teachers

Mandatory Reporting – People who have regular contact with vulnerable people are, therefore, legally required to ensure a report is made when abuse is observed or suspected.

Neglect/Negligence – Neglect is a form of abuse where the perpetrator, who is responsible for caring for someone who is unable to care for themselves, fails to do so. It can be a result of carelessness, indifference, or unwillingness and abuse.

Offender/Perpetrator – A person who carries out a harmful, illegal, or immoral acts.

Procedural Fairness – The idea of fairness in the processes that resolve disputes and allocate resources.

Reportable Incident – Incidents or alleged incidents that involve participants with a disability:

a) The Death of an NDIS participant

b) Serious injury of an NDIS participant

c) Abuse or neglect of an NDIS Participant

d) Unlawful sexual or physical contact with, or assault of, an NDIS Participant

e) Sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity.

f) The unauthorised use of a restrictive practice in relation to an NDIS Participant

Responsibilities

Management

- Develop, implement, and review the organisation's Incident Management Policy and Procedure in line with the NDIS Quality and Safeguards Framework.
- Ensure all incidents, especially reportable incidents, are reported to the NDIS Commission within required timeframes.
- Maintain accurate incident records for compliance and audit purposes.
- Provide guidance and support to workers in responding to and managing incidents appropriately.
- Investigate incidents to determine root causes, implement corrective actions, and prevent recurrence.
- Provide regular training to workers on incident management, including identifying, reporting, and responding to incidents.
- Educate staff about safeguarding participants and their reporting responsibilities.
- Monitor the effectiveness of the incident management system and make improvements as needed.
- Use incident data to identify risks, trends, and areas for improvement.
- Ensure feedback mechanisms are in place to improve policies and procedures based on incident reviews.
- Prioritise participant safety, dignity, and wellbeing during and after incidents.

Workers

- Identify and respond promptly to incidents involving NDIS participants.
- Report all incidents, including near misses, according to organisational procedures.
- Escalate reportable incidents to management immediately.
- Take immediate action to ensure the safety and wellbeing of participants involved in incidents.
- Provide first aid or emergency assistance if required.
- Support participants emotionally and practically during and after incidents.
- Document incidents accurately and comprehensively as per organisational procedures.
- Complete incident report forms following organisational guidelines.
- Follow the organisation's incident management policies and procedures.
- Attend and participate in training on incident management and safeguarding.
- Act as an advocate for participants to ensure their rights and dignity are respected.
- Report any concerns about participant safety, including signs of abuse, neglect, or exploitation.
- Cooperate with management during incident investigations and reviews.
- Provide feedback to improve incident management practices and procedures.

Policy

This policy is in accordance with the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*. CARE GARDEN THERAPY PTY LTD is committed to meeting its obligation to record, respond to, manage, and notify the NDIS Commission of reportable incidents involving participants.

This Policy and Procedure should be used in conjunction with the *Feedback and Complaints Management Policy and Procedure*. Doing this provides CARE GARDEN THERAPY PTY LTD with the ability to be aware of any issues that could potentially cause harm to participants. CARE GARDEN THERAPY PTY LTD ensures that all workers are ethical and guarantee a safe and secure environment for participants.

If an incident has occurred, CARE GARDEN THERAPY PTY LTD will provide the participant with any support necessary. CARE GARDEN THERAPY PTY LTD will ensure they appreciate and utilise the

role of families' and communities' perceptions regarding this Policy and Procedure. Children/youth will be prioritised, and CARE GARDEN THERAPY PTY LTD guarantees their safety.

Procedures

In compliance with the *Human Resource Policy and Procedure*, all CARE GARDEN THERAPY PTY LTD workers will partake in specialised training surrounding incident management procedures that have been developed and implemented by CARE GARDEN THERAPY PTY LTD.

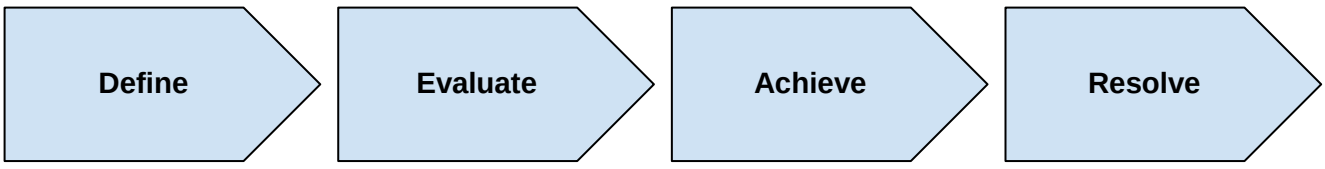
CARE GARDEN THERAPY PTY LTD workers will have an annual performance review; this will involve a discussion with the Owner/CEO/Director about their work, performance, work ethic and how they have been in general. CARE GARDEN THERAPY PTY LTD will also ensure workers are using best practices and are continuously improving, always aiming to provide a safe environment for participants and complying with this Policy and Procedure.

All incidents, including those that meet the criteria of reportable incidents under the NDIS Rules, will be documented and managed in line with the *NDIS (Incident Management and Reportable Incidents) Rules 2018*. This includes notifying the NDIS Commission within the statutory timeframes for death, serious injury, abuse, neglect, unlawful sexual or physical contact, and use of unauthorised restrictive practices.

CARE GARDEN THERAPY PTY LTD will ensure to address this Policy and Procedure in conjunction with the *Continuous Improvement Policy and Procedure* at every management meeting to ensure the safety of participants.

CARE GARDEN THERAPY PTY LTD must ensure that all participants, family members and other stakeholders understand this Policy and Procedure. This can be done through various avenues, such as the *Participant Handbook*. When providing stakeholders with this information, ensure they can understand it.

Incident Management System



Incident Identification and Immediate Response

Step 1: Incident Detection

The first step in incident management is incident identification to allow CARE GARDEN THERAPY PTY LTD to respond immediately to any incident involving a participant. This ensures that the safety

and wellbeing of the participant are prioritised and that appropriate action is taken without delay. The following criteria should be used to determine whether an incident has occurred:

a) The incident is either directly observed or reported by a staff member, participant, or other relevant individual.

b) Reports may come from multiple sources, including the participant, other participants, family members, or external agencies.

c) Incidents may involve harm, potential harm, or the risk of harm to the participant, including physical injury, emotional distress, neglect, or abuse.

d) Clear evidence or symptoms of an incident are observed, such as:

    i) Visible signs of injury (cuts, bruises, burns, etc.)

    ii) Behaviours indicating emotional distress (e.g., crying, withdrawal, panic)

    iii) Unexplained changes in the participant's condition or appearance (e.g., sudden onset of illness, abnormal behaviour)

Step 2: Evaluate the Situation

Thoroughly assess the environment and circumstances to understand the situation at hand. Take a moment to observe and identify any potential hazards or risks that could compromise the safety of those involved. Your primary focus should be ensuring that all participants are safe and out of immediate danger. This might include:

a) checking for injuries;

    i) The incident involves a risk to the participant's health, safety, or wellbeing. This may include:

        1) Physical harm (e.g., injury, unsafe environment)

        2) Emotional harm (e.g., distress, anxiety, trauma)

        3) Abuse or neglect (e.g., mistreatment, exploitation, or lack of care)

b) ensuring there are no ongoing threats; and

c) determining whether emergency services need to be contacted.

Additionally, acting calmly and systematically is essential for clear decision-making, minimising harm, and ensuring critical steps. A composed approach reassures others and establishes control, enabling effective incident management.

Step 3: Do Not Allow Anyone to Touch the Scene

It is critical to preserve the scene and any evidence to support a thorough and accurate investigation, particularly one involving sexual abuse allegations. This includes ensuring that no one interferes with the location where the incident occurred or with the individual involved, as doing so can compromise potential evidence. In cases of sexual incidents, the following additional steps should be taken:

a) **Preserve Physical Evidence**: The individual should be instructed not to shower, bathe, change clothing, or clean themselves in any way until evidence has been collected by the appropriate authorities. This is to prevent the loss or contamination of physical evidence, such as DNA, fibres, or other material that may be crucial for the investigation.

b) **Secure the Environment**: Ensure the area where the incident took place remains untouched. Do not clean, move, or remove any objects, and limit access to the area to authorised personnel only.

c) **Minimise Contact**: Avoid unnecessary contact with the individual or their clothing, as this could inadvertently destroy or alter evidence.

d) **Respect the Individual**: While preserving evidence is essential, the individual's dignity and wellbeing should be prioritised. Provide emotional support and ensure they are comfortable and safe while waiting for authorities.

e) **Documentation**: Record any observations about the scene and actions taken to preserve it, but refrain from conducting any form of investigation yourself to avoid compromising the case.

Step 4: Separate/Remove the Perpetrator (if Applicable)

In situations where an incident involves harm or potential harm to a participant inflicted by another person, it is crucial to take immediate action to separate or remove the individual inflicting the harm. This step is vital for safeguarding the participant's physical and emotional wellbeing and preventing further escalation of the incident.

a) **Immediate Action**: If a person is identified as the perpetrator of harm—whether physical, emotional, or sexual—the first priority is to safely remove them from the environment where the harm is taking place. This prevents further distress or injury to the participant and ensures the situation is controlled.

b) **Ensure Safety**: The perpetrator should be removed in a manner that does not escalate the situation or create additional risks. It is essential to maintain a calm and controlled environment to prevent aggression or retaliation. In some cases, it may be necessary to involve security personnel or law enforcement, depending on the severity of the incident.

c) **Minimise Interaction**: After removal, it's important to ensure that the perpetrator has minimal to no interaction with the participant, especially if they are emotionally or physically vulnerable.

This separation allows the participant to begin the process of recovery, both physically and emotionally, without further exposure to the individual who caused harm.

d) **Documentation**: Any actions taken to separate or remove the perpetrator should be thoroughly documented. This includes noting the time, manner of removal, and the individuals involved in the process. This documentation ensures transparency and provides an accurate record for future investigation or possible legal proceedings.

Step 5: Contact Emergency Services

a) If medical services are required, call 000 and request an ambulance.

b) If force or legal action is needed, call 000 and request the police.

c) If there is a fire, call 000 and request the firefighters.

Step 6: Contact Next of Kin

The next of kin must be informed of the incident to ensure the participant's ongoing care and support unless they are identified as the perpetrator, whereas contacting the police and following legal protocols to ensure the safety and wellbeing of the participant must be followed. In the event of an incident involving a participant, it is essential to promptly inform the appropriate next of kin or advocate:

a) The participant is under 18.

b) The participant is over 18 but in need of an advocate.

c) The participant's legal guardian.

d) If the next of kin is the abuser, correct measures must be taken with the police and legal authorities.

Abuse Allegations Response

Unfortunately, participants may come across a form of abuse, ranging from sexual abuse to verbal abuse. CARE GARDEN THERAPY PTY LTD workers must aim to be vigilant to become aware of any possible abuse of participants.

Markers of potential abuse can be as obvious as a participant or worker reporting abuse they have experienced or absorbed. More subtle things to be aware of include noticing unexplained injuries or stress, behaviour changes or complaints of physical symptoms.

CARE GARDEN THERAPY PTY LTD must ensure that any reporting of abuse is considered crucial and is reviewed immediately by Management. Consequences of abuse can be managed by reacting in the following ways:

a) Listening critically to those affected

b) Emphasising the fact they were right in informing someone

c) Address all support needs

d) With approval, inform other services involved with the participant

e) Ensuring the safety and well-being of all

f) Include family and advocates

g) Discussing with them what can be done to make them feel safer

h) Directing individuals to support services, e.g., counselling

Regarding incidents surrounding individuals from culturally diverse backgrounds, CARE GARDEN THERAPY PTY LTD should encourage the use of an interpreter to ensure clear understanding between all those involved. Moreover, if the participant belongs to a minority, further communication may need to be made with organisations for assistance.

Some individuals are hesitant to speak with an interpreter as they do not want their community to hear what has been said. In this case, it is always necessary to respect the participant's choice regarding the gender and location of the interpreter; the participant may remain anonymous to the interpreter.

Incident Register Documentation and Reporting

Any worker at CARE GARDEN THERAPY PTY LTD who witnesses an incident must promptly report and document it, ensuring it is forwarded to the Owner/CEO/Director. The Owner/CEO/Director holds legal responsibility for notifying the police if required. All incidents will be recorded in CARE GARDEN THERAPY PTY LTD’s Incident Register, which must include the following:

a) Whether the incident is reported

b) Time, date, and place

c) Details and results of the investigation

d) Incident description

e) Consultation with participants

f) Evaluation details

g) Contact all involved parties

h) Actions taken

Privacy and Confidentiality

CARE GARDEN THERAPY PTY LTD is required to record incident data in an *Incident Register*. This data is guaranteed to be safely maintained and kept for at least seven years in compliance with the *Records and Information Management Policy and Procedure*.

All data collected must follow CARE GARDEN THERAPY PTY LTD's *Privacy and Confidentiality Policy and Procedure*. All data is confidential, and only necessary information is revealed when required by law or if there is no threat to an individual.

Incident Documentation – NDIS Commission

Both the *Immediate* and *5 Day Notification Forms* with the below required information must be submitted to the NDIS Commission along with all related documentation. This includes incident reports, file notes, risk management assessments or plans, the participant's relevant plans such as a behaviour support plan, and any correspondence between relevant individuals or agencies.

Primary Information

a) **Description of the incident** – including the impact on, harm caused to, the person with disability (exception for death)

b) **Details of the incident** – time, date, and place if these details are known

c) **Contact details** – names and contact details of CARE GARDEN THERAPY PTY LTD, CARE GARDEN THERAPY PTY LTD worker making the notification, and any people involved in the incident (including witnesses)

d) **Response** – immediate actions taken by CARE GARDEN THERAPY PTY LTD in response to the incident, including risk assessments, actions to ensure the health, safety and wellbeing of people with disability affected by the incident, and whether it has been reported to police or another body

Additional Information

Providing comprehensive details not only ensures compliance with NDIS requirements but also supports a thorough understanding of the incident, enabling the NDIS Commission to take appropriate action. Including these information demonstrates a commitment to transparency, accountability, and the safety and wellbeing of participants:

a) **Support** – how you have supported, assisted, and involved the affected person to ensure their health, safety, and wellbeing

b) **Decisions** – why you consider this to be a reportable incident

c) **Investigation** – the details and outcomes of any investigation undertaken

d) **Risk assessments** – what you have done to reduce the risk or prevent similar incidents from occurring

Incident Reporting – NDIS Commission

Timeframes

24 Hours

The Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD must ensure all serious incidents that result in harm to the participants are reported to the NDIS Commissioner within twenty-four (24) hours of becoming aware of a reportable incident using the *Immediate Notification Form*. The incidents that follow this reporting timeframe include the following:

a) Death of a person with disability.

b) Serious injury of a person with disability.

c) Abuse or neglect of a person with disability.

d) Unlawful sexual or physical contact with, or assault of, a person with disability.

e) Sexual misconduct against, or in the presence of, a person with disability, including grooming of the person for sexual activity.

f) Harm that resulted from the use of the unauthorised restrictive practice on a person with disability.

5 Business Days

The use of an unauthorised restrictive practice by CARE GARDEN THERAPY PTY LTD's state(s) or territory(ies), which do not result in immediate harm such as a serious injury, or does not follow a behaviour support plan for the participant, if applicable, must be reported within five (5) business days using the *5-Day Notification Form*.

Additionally, specific information regarding the reportable incidents below is required from CARE GARDEN THERAPY PTY LTD to be reported within 5 business days. More information can be found in the *Reportable Incidents - Detailed Guidance for Registered NDIS Providers* document.

a) 5 day requirements for all reportable incidents

b) 5 day requirements for death of an impacted person – additional section for death only

c) 5 day requirements for unauthorised use of restrictive practices – additional section for unauthorised use of restrictive practices only

The required information requested by the NDIS that is not available within the initial 24-hour reporting period, can be provided to the NDIS Commission within 5 business days using the *5-Day Notification Form*. In cases where CARE GARDEN THERAPY PTY LTD has sufficient information to complete the *5-Day Notification Form* within 24 hours, CARE GARDEN THERAPY PTY LTD may complete it as well.

60 Business Days

A *Final Report* may be required within 60 business days of submitting the *5-Day Notification Form*, depending on the specifics of the incident. The NDIS Commission will notify CARE GARDEN THERAPY PTY LTD if a final report is necessary, ensuring all details are properly addressed for compliance and resolution.

Procedure

The process for reporting incidents to the NDIS Commission ensures compliance, transparency, and participant safety. It involves clear steps to identify, document, and report incidents promptly, adhering to the NDIS Code of Conduct. The procedure is as follows:

Step 1: Notify the NDIS Commission

The authorised Notifier or Approver needs to log in to the NDIS Commission Portal and select the 'My Reportable Incidents' tile at the top of the screen to notify the NDIS Commission of an incident. From here, CARE GARDEN THERAPY PTY LTD will be able to complete an *Immediate Notification Form*.

The NDIS Commission suggests the 'Authorised Reportable Incidents Approver' or Approver is the person CARE GARDEN THERAPY PTY LTD wants to have the authority to review and be responsible for submission to the NDIS Commission.

Ideally, this is the person specified in CARE GARDEN THERAPY PTY LTD's Incident Management System who is responsible for reporting incidents to the NDIS Commission. The Approver will have the ability to submit new reportable incidents and view previous reportable incidents submitted by CARE GARDEN THERAPY PTY LTD.

Meanwhile, the NDIS Commission recommends that the 'Authorised Reportable Incidents Notifier' or Notifier is the supporting team member who can assist the Approver in collating and reporting the required information to the NDIS Commission.

The Notifier will have the ability to create new reportable incident notifications to be saved as a draft for review and submission by the Approver. The Notifier will need to inform the Approver that the

Incident is awaiting their review and submission. The Notifier can also view past reportable incidents they have created through the page.

Step 2: Submit Additional Information or Update

The *5-Day Notification Form* must be submitted via the 'My Reportable Incidents' portal within 5 business days of the key worker becoming aware of the reportable incident. This provides more information and actions taken by CARE GARDEN THERAPY PTY LTD to the NDIS Commission. It is also required for incidents involving the unauthorised use of a restrictive practice that have no direct harm to a participant.

Step 3: Submit a Final Report, if Needed

The NDIS Commission will notify CARE GARDEN THERAPY PTY LTD if a *Final Report* is required via email and inform it of the due date. If CARE GARDEN THERAPY PTY LTD is required to submit this, CARE GARDEN THERAPY PTY LTD will have access to the *Final Report* fields on the NDIS Commission Portal for that incident. CARE GARDEN THERAPY PTY LTD must assess the impact on the participant for the following key considerations:

a) Whether the incident could have been prevented.

b) How the incident was managed and resolved.

c) What, if any, changes will prevent further similar events from occurring.

d) Whether other persons or governing bodies need to be notified.

The NDIS Commission may require a provider to take remedial measures. The Commission may work with CARE GARDEN THERAPY PTY LTD to implement these measures and monitor progress. Remedial measures may include, but are not limited to;

a) additional training for staff,

b) developing or improved services to support CARE GARDEN THERAPY PTY LTD participants, and

c) updating policies and procedures.

Step 4: Report to State(s) or Territory(ies) Disability Authorities, if Applicable

Some incidents may need to be reported to multiple bodies. For example, if the incident involves a child, child safety authorities may also need to be notified. CARE GARDEN THERAPY PTY LTD needs to have the reporting and management process for this clearly documented in its Participant Incident Management System. Please refer to the 'Incident Reporting – State(s) and Territory(ies)' section in this Policy.

Delayed Reporting

If CARE GARDEN THERAPY PTY LTD does not report an incident within the required timeframes, this might result in an infringement notice or other compliance actions. The NDIS Commission uses the National Disability Insurance Scheme Act 2013 and their Compliance and Enforcement Policy to navigate and maximise these compliance and enforcement tools. More information can be found here: https://www.ndiscommission.gov.au/about-us/compliance-and-enforcement.

On occasion, providers may have trouble accessing, using or submitting via the NDIS Commission portal 'My Reportable Incidents' page. This may occur when:

a) The registered NDIS provider does not have access to PRODA

b) The registered NDIS provider does not have access to the NDIS Commission Portal.

c) There is a technical IT issue the user cannot resolve with the quick reference guides or with the available support, and it is outside of business hours.

d) The NDIS commission portal is unavailable due to system updates and maintenance.

e) In these circumstances, providers must take all reasonable steps to resolve the issues within the required timeframe by calling the NDIS Commission for support.

Outside of business hours and if all reasonable steps have been taken, a provider should advise the NDIS Commission of these issues as soon as possible via email to reportableincidents@ndiscommission.gov.au with an email that includes:

a) The steps are taken to complete the authorised notification form and the presenting issue.

b) The name of the impacted person.

c) Describe the immediate response and step taken to ensure the impacted person was safe.

d) Brief description of the reportable incident.

e) Whether other authorities, such as the police, were notified.

You will receive an automated response from the NDIS Commission acknowledging receipt. As soon as practical, you will need to progress completion of the 24-hour form. If you continue having difficulties, please refer to the NDIS Commission website for detailed guidance or contact the Commission at 1800 035 544.

If the NDIS Commission portal or "My Reportable Incidents" page is unavailable for a period, the NDIS Commission Reportable Incidents team may:

a) provide an authorised form and request the information to be submitted via the reportableincidents@ndiscommission.gov.au address; or

b) take the 24-hour notification or further information over the phone.

Incident Reporting – State(s) and Territory(ies)

Incident management obligations outside the NDIS require CARE GARDEN THERAPY PTY LTD to comply with state or territory laws by reporting incidents that impact CARE GARDEN THERAPY PTY LTD participants. These reporting requirements ensure accountability and protect the safety of people with disabilities.

New South Wales [Remove if you do not provide services for this state]

a) Service providers in New South Wales (NSW) must report to the Ageing and Disability Commission (ADC) regarding certain incidents with people with disabilities. This obligation applies to services provided outside the scope of the NDIS. Below are the circumstances that require CARE GARDEN THERAPY PTY LTD to report:

   i) **Abuse**: Physical, sexual, emotional, or financial abuse of a person with a disability.

   ii) **Neglect**: Failure of CARE GARDEN THERAPY PTY LTD to provide proper care or meet basic needs, resulting in harm or risk of harm.

   iii) **Exploitation**: Taking advantage of a person with a disability for personal gain, such as financial exploitation.

   iv) **Serious Threats or Risks**: When CARE GARDEN THERAPY PTY LTD identifies that an individual is at serious risk of harm.

   v) **Misconduct by Workers**: Breaches of professional conduct, such as inappropriate or unsafe behaviour toward participants.

b) CARE GARDEN THERAPY PTY LTD must report incidents promptly upon becoming aware of them, especially those that could endanger the safety or rights of individuals. Reports can be made through contacting or submitting an online form to the ADC:

   i) https://ageingdisabilitycommission.nsw.gov.au/contact-us.html

   ii) 1800 628 221, Monday to Friday, 9:00 am to 4:00 pm

   iii) helpline@adc.nsw.gov.au

   iv) https://adc.resolve.hosting/prd?entitytype=case&layoutcode=CaseReportWebFormLayout – Online Form

Victoria [Remove if you do not provide services for this state]

a) CARE GARDEN THERAPY PTY LTD and individuals in Victoria must report incidents to the Victorian Disability Worker Commission (VDWC) that involve:

   i) **Code of Conduct Violations** for CARE GARDEN THERAPY PTY LTD's Disability Workers.

   ii) **Professional Misconduct**: Any action or behaviour that compromises the safety or well-being of people with disabilities, such as neglect, abuse, or exploitation.

   iii) **Risks to Participant Safety**: Actions by CARE GARDEN THERAPY PTY LTD's workers that threaten or endanger the health, safety, or rights of participants.

   iv) **Worker Registration Concerns**: Issues related to the professional registration of a CARE GARDEN THERAPY PTY LTD's disability worker, including false or misleading claims about qualifications or registration status.

   v) **Unlawful Behaviour**: Fraud, theft, or other criminal offences involving CARE GARDEN THERAPY PTY LTD's disability workers.

b) As soon as CARE GARDEN THERAPY PTY LTD is made aware of an incident, they must report it, particularly if it poses a risk to individuals' safety or rights. Complaints or reports can be submitted online or by contacting the VDWC directly:

   i) https://www.vdwc.vic.gov.au/about/contact-us

   ii) 1800 497 132, Monday to Friday, 9:30 am to 4:30 pm

   iii) registration@vdwc.vic.gov.au

   iv) https://portal.vdwc.vic.gov.au/public/home – Online Form

Queensland [Remove if you do not provide services for this state]

a) CARE GARDEN THERAPY PTY LTD and individuals must report to the Office of the Public Guardian (OPG) in Queensland regarding the following:

   i) **Abuse or Neglect**: Physical, emotional, sexual, or financial abuse of a person under guardianship or with impaired capacity; or failure to provide care that results in harm or endangers their safety.

   ii) **Exploitation**: Instances of undue influence or taking advantage of vulnerable individuals for personal gain.

iii) **Rights Violations**: Any infringement of the legal or human rights of individuals under guardianship.

iv) **Misconduct by Guardians**: Breaches of responsibilities by guardians or attorneys under the Powers of Attorney Act 1998.

b) It is essential for CARE GARDEN THERAPY PTY LTD to immediately report any incidents they become aware of, especially when there is an immediate threat to the safety and rights of participants. Reports can be lodged online, by phone, or by email:

i) https://www.publicguardian.qld.gov.au/about-us/contact-us

ii) 1300 653 187, Monday to Friday, 9:00 am to 4:00 pm – Phone

iii) (04)18 740 186, OPG responds to SMS from Monday to Friday, between 9 am and 4 pm, but SMS can be delivered anytime – SMS (This service is only available for children and young people aged under 18 years)

iv) publicguardian@publicguardian.qld.gov.au

v) https://www.publicguardian.qld.gov.au/about-us/contact-us – Online Form

South Australia [Remove if you do not provide services for this state]

a) Service providers must report to the Health and Community Services Complaints Commissioner (HCSCC) in South Australia when there are concerns or complaints about the following:

i) **Complaints About Service Quality**: Issues involving substandard or inadequate disability services.

ii) **Abuse, Neglect, or Exploitation**: Any form of harm caused by CARE GARDEN THERAPY PTY LTD's workers, carers, or the business to individuals with disabilities.

iii) **Breach of Rights**: Violations of the rights of individuals receiving disability services, such as lack of respect, privacy, or dignity.

iv) **Unlawful or Unsafe Practices**: Instances of fraud, theft, or practices that endanger the health or safety of participants.

v) **Professional Misconduct**: Unethical or inappropriate behaviour by CARE GARDEN THERAPY PTY LTD or its employees.

vi) **Concerns About Restrictive Practices**: Improper use of physical, chemical, or environmental restraints without appropriate authorisation.

b) Once an incident is known, CARE GARDEN THERAPY PTY LTD must report it without delay, particularly if there is a potential or immediate risk to the safety or rights of individuals. Reports to the HCSCC can be lodged via online form, phone, or email:

   i) https://www.hcscc.sa.gov.au/contacts/

   ii) (08) 87117 9313, Monday to Friday, 9:00 am to 5:00 pm – Metro

   iii) 1800 232 007, Monday to Friday, 9:00 am to 5:00 pm – Country

   iv) info@hcscc.sa.gov.au

   v) https://www.hcscc.sa.gov.au/making-a-complaint/raise-a-complaint-with-hcscc/ – Online Form

Western Australia [Remove if you do not provide services for this state]

a) The HaDSCO handles complaints that may not fall under the NDIS Commission's jurisdiction, focusing on broader service quality and the rights of individuals receiving care. Service providers must report to the Health and Disability Services Complaints Office (HaDSCO) in Western Australia (WA) when there are concerns or complaints regarding the delivery of health or disability services.

   i) **Complaints About Service Quality**: Concerns regarding inadequate or poor-quality services provided to individuals with disabilities.

   ii) **Abuse or Neglect**: Situations involving harm, mistreatment, or neglect by CARE GARDEN THERAPY PTY LTD or its workers.

   iii) **Breach of Rights**: Violations of consumer rights, such as lack of dignity, respect, or informed choice in service delivery.

   iv) **Unlawful or Unsafe Practices**: Allegations of illegal behaviour or practices that endanger the safety and well-being of participants.

   v) **Professional Misconduct**: Issues related to unethical or inappropriate behaviour by workers or CARE GARDEN THERAPY PTY LTD.

   vi) **Restrictive Practices**: Improper or unauthorised use of physical, chemical, or environmental restraints.

b) CARE GARDEN THERAPY PTY LTD is required to report incidents as soon as they learn about them, particularly when these incidents present an immediate danger to participants' safety or rights. Reports to the Health and Disability Services Complaints Office (HaDSCO) in Western

Australia can be submitted in several ways to ensure accessibility and convenience for all individuals:

i) 1800 813 583 (Free from Landlines), Monday to Friday, 8:30 am to 4:30 pm

ii) (08) 6551 7600, Monday to Friday, 8:30 am to 4:30 pm

iii) mail@hadsco.wa.gov.au

iv) https://hadsco.resolve.hosting/prod?entitytype=Complaint&layoutcode=ComplaintWebFormLayout&refresh=true – Online Form

Tasmania [Remove if you do not provide services for this state]

a) In Tasmania, service providers must report to the Office of the Ombudsman Tasmania when there are concerns or incidents related to the safety, rights, and well-being of individuals receiving disability services. This includes matters such as:

i) **Abuse, Neglect, or Exploitation**: Any incident where an individual with a disability experiences harm or mistreatment, including physical, emotional, sexual abuse, or financial exploitation.

ii) **Breach of Rights**: Violations of the individual's rights, such as failure to provide appropriate care, discrimination, or lack of dignity and respect in service delivery.

iii) **Serious Concerns About Service Delivery**: Instances where the quality of care provided is seriously inadequate or poses risks to the health and safety of participants.

iv) **Unlawful or Unethical Practices**: Engaging in illegal activities or unethical practices in the provision of disability services.

v) **Restrictive Practices**: Unauthorised or inappropriate use of restrictive practices, such as physical or chemical restraints, without proper legal justification.

b) CARE GARDEN THERAPY PTY LTD must report incidents as soon as they become aware, particularly those that pose immediate risk to the safety and rights of individuals. Reports can be submitted to the Tasmania Ombudsman through their online portal, by phone, or email:

i) https://www.ombudsman.tas.gov.au/home/contact-us

ii) 1800 001 170 (Free call from a landline nationally, but call charges may apply from a mobile phone or pay phone)

iii) ombudsman@ombudsman.tas.gov.au

iv) https://www.ombudsman.tas.gov.au/complaints – Online Form

Northern Territory [Remove if you do not provide services for this state]

a) In the Northern Territory (NT), a service provider must report to the Health and Community Services Complaints Commission (HCSCC) in the following circumstances:

i) **Abuse or Neglect**: If a person with a disability experiences physical, emotional, or financial abuse, neglect, or exploitation while receiving services.

ii) **Unlawful or Unsafe Practices**: When CARE GARDEN THERAPY PTY LTD or its employees engage in illegal or unsafe practices that put participants at risk.

iii) **Professional Misconduct**: If CARE GARDEN THERAPY PTY LTD workers fail to meet professional standards or act inappropriately, compromising the safety or rights of service users.

iv) **Serious Service Delivery Issues**: Instances where the service provided is inadequate, dangerous, or significantly breaches the participant's rights.

v) **Concerns Related to Restrictive Practices**: If there are concerns about the use of unauthorised physical or chemical restraints on participants.

b) CARE GARDEN THERAPY PTY LTD should report incidents as soon as they are aware of them, particularly if the incident involves immediate risk to the safety or well-being of participants. Reports can be submitted online, email, or by contacting HCSCC.

i) https://hcscc.nt.gov.au/contact-us

ii) 1800 004 474, Monday to Friday, 8:00 am to 4:00 pm

iii) (08) 8999 1969, Monday to Friday, 8:00 am to 4:00 pm

iv) 131 450 (Translating and Interpreting Service) – TIS National

v) hcscc@nt.gov.au

vi) https://forms.nt.gov.au/services/p2/Produce/wizard/bf78c2d3-7454-4f62-8b3e-f48a1ff2e0b4/ – Online Form

Australian Capital Territory [Remove if you do not provide services for this state]

a) In the Australian Capital Territory (ACT), a service provider must report to the ACT Human Rights Commission when certain incidents related to disability services occur. These incidents may include:

i) **Abuse, Neglect, or Exploitation**: Any instance where a person with a disability experiences harm, mistreatment, or exploitation while receiving care.

ii) **Breach of Rights**: Violations of the rights of individuals with disabilities, such as failure to provide appropriate care or denial of dignity and respect.

iii) **Professional Misconduct**: Any act by CARE GARDEN THERAPY PTY LTD or its worker that constitutes misconduct, including unethical or inappropriate behaviour that impacts participants.

iv) **Serious Service Delivery Issues**: When the quality of service provided by CARE GARDEN THERAPY PTY LTD is dangerously inadequate, leading to potential risks to the participant's safety and well-being.

v) **Concerns Regarding Restrictive Practices**: Unauthorized or inappropriate use of restrictive practices such as physical, chemical, or environmental restraints.

b) CARE GARDEN THERAPY PTY LTD must report incidents as soon as workers become aware of them, especially those that pose immediate risks to the safety and rights of individuals. Incidents can be reported through the online form, through email, or by reaching out to the ACT Human Rights Commission:

i) https://www.hrc.act.gov.au/contact-us

ii) (02) 6205 2222, Phones are open Monday to Friday, 9:00 am to 5:00 pm

iii) 131 450 (Translating and Interpreting Service) – TIS National (TIS National is available 24/7 for the cost of a local call, for any person or organisation in Australia)

iv) human.rights@act.gov.au

v) https://forms.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1663 – Online Form

vi) (02) 6205 2222 or hrcintake@act.gov.au – Online Form Assistance

Ongoing Documentation and Reporting – NDIS Commission

If an incident has already been reported and new information arises, this should be communicated to the NDIS Commissioner immediately by the Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD. The following are the actions that the NDIS Commissioner may take with this new information:

a) Investigate incident

b) Request for an expert investigation

c) Insist an internal investigation

d) Insist CARE GARDEN THERAPY PTY LTD to take action

e) Refer to another service, e.g., child protection

f) Any other action deemed necessary by NDIS Commissioner

Other Reporting and Liasing Obligations

Police Department

Reporting an incident to the NDIS Commission does not fulfill the obligation to report suspected crimes to the police or other relevant authorities. These obligations remain separate, and any suspected criminal activity must still be reported to the appropriate legal bodies, regardless of NDIS reporting requirements.

CARE GARDEN THERAPY PTY LTD should aim only to have the participant interviewed by the police to provide the details of the incident. CARE GARDEN THERAPY PTY LTD workers are required to ensure any allegations are reported to the police immediately.

CARE GARDEN THERAPY PTY LTD workers should clarify with the police if the perpetrator was informed. During the investigation, CARE GARDEN THERAPY PTY LTD workers may need to assist police, especially aiding with communication between the police and the victim.

Liaising with External Organisations

CARE GARDEN THERAPY PTY LTD workers may contact a variety of external support facilities when additional expertise, specialised services, or urgent assistance is required to ensure CARE GARDEN THERAPY PTY LTD provides high-quality and satisfactory support to participants.

Medical Practitioner

If the participant requires medical attention, it is essential for CARE GARDEN THERAPY PTY LTD to promptly contact a medical practitioner to ensure the participant receives the necessary care and support. Depending on the nature of the incident and the participant's needs, the appropriate healthcare professional should be contacted, such as:

a) **General Practitioner (GP)**: If the incident involves any physical injuries, illness, or ongoing health concerns, the participant’s GP should be contacted for assessment, diagnosis, and treatment. The GP can also refer the participant to specialists if further care is required.

b) **Psychologist or Counsellor**: In cases where the participant may have experienced emotional or psychological distress due to the incident, it’s important to contact a psychologist or

counsellor. They can provide immediate emotional support and assess any psychological impact, offering therapy or referral to mental health services if needed.

c) **Physiotherapist or Other Health Practitioners**: If the incident involves physical injuries requiring rehabilitation, such as musculoskeletal injuries, contacting a physiotherapist or other relevant healthcare provider is important to begin treatment and support recovery.

Other Relevant Services

Once the immediate steps have been taken to ensure the safety of the participant, it is crucial to contact any additional services that may be necessary to support the individual. This includes services that can address the emotional, legal, or ongoing physical needs of the participant. Depending on the nature of the incident, the following services may need to be contacted:

a) **Victim Support Services**: National or local victim support services can offer practical advice, emotional support, and help in navigating the aftermath of an incident, especially if it involves trauma or abuse. These services can also provide guidance on legal rights and next steps.

    i) National hotline for sexual assault, domestic, and family violence counselling service

        1) 1800RESPECT

        2) 1800 737 732

    ii) **New South Wales** [Remove if you do not provide services for this state]

        1) Department of Communities and Justice

            (a) https://dcj.nsw.gov.au/contact-us/helplines.html

            (b) 1800 656 463 – Domestic Violence Line

            (c) 13 14 50 – Domestic Violence Line (Translating and Interpreting Service)

            (d) 1800 424 017 – Sexual Violence Helpline (Full Stop Australia)

            (e) 1800 633 063, Monday to Friday, 9:00 am to 5:00 pm – Victims Access Line

            (f) 1800 497 212 – Rainbow Sexual, Domestic and Family Violence Helpline

        2) NSW Health Sexual Assault Services

            (a) https://www.health.nsw.gov.au/parvan/sexualassault/Pages/health-sas-services.aspx

3) Women's Health NSW

(a) https://whnsw.asn.au/

(b) 1800 424 017 – NSW Sexual Violence Helpline

(c) (02) 8585 0333

(d) 1800 385 578

(e) info@fullstop.org.au

iii) **Victoria** [Remove if you do not provide services for this state]

1) Victims of Crime

(a) https://www.victimsofcrime.vic.gov.au/

(b) 1800 819 817 – Crisis Phone Line

(c) 0427 767 891 – Crisis Text Line (for Deaf/Mute)

(d) vsa@justice.vic.gov.au

2) Sexual Assault Services Victoria

(a) https://www.sasvic.org.au/

(b) 1800 806 292

(c) contactus@sasvic.org.au

3) Women's Health Victoria

(a) https://whv.org.au/contact

(b) 61 3 9664 9300

(c) whv@whv.org.au

iv) **Queensland** [Remove if you do not provide services for this state]

1) DV Connect

(a) https://www.dvconnect.org/

(b) 1800 811 811 – Domestic Violence Helpline

(c) 1800 010 120 – Sexual Assault Helpline

(d) 1800 811 811 – Womensline

(e) 1800 600 636 – Mensline

v) **South Australia** [Remove if you do not provide services for this state]

1) The Commissioner for Victims' Rights

(a) https://www.voc.sa.gov.au/

(b) 1800 800 098 – Domestic Violence Crisis Line

(c) (08) 7322 7007

(d) victimsofcrime@sa.gov.au

2) Women's and Children's Health Network – Yarrow Place Rape and Sexual Assault Service

(a) https://www.wchn.sa.gov.au/our-network/yarrow-place

(b) 1800 817 421

(c) info@yarrowplace.sa.gov.au

vi) **Western Australia** [Remove if you do not provide services for this state]

1) Department of Communities – Women's Domestic Violence Helpline

(a) https://www.wa.gov.au/service/community-services/community-support/womens-domestic-violence-helpline

(b) 1800 007 339

2) Sexual Assault Resource Centre (SARC)

(a) https://www.healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC

(b) (08) 6458 1828

(c) 1800 199 888

3) Centre for Women's Safety and Wellbeing

(a) https://cwsw.org.au/

(b) (08) 9420 7264

(c) admin@cwsw.org.au

vii) **Tasmania** [Remove if you do not provide services for this state]

1) Department of Health – Family Violence Counselling and Support Service (FVCSS)

(a) https://www.health.tas.gov.au/health-topics/family-violence/family-violence-counselling-and-support-service-fvcss

(b) 1800 608 122

2) Sexual Assault Support Service (SASS)

(a) https://www.sass.org.au/contact

(b) 1800 697 877

(c) admin@sass.org.au

viii) **Northern Territory** [Remove if you do not provide services for this state]

1) Northern Territory Government

(a) https://nt.gov.au/wellbeing/mental-health/24-hour-mental-health-hotlines

(b) 1800 682 288 – Northern Territory Mental Health Line

(c) 1300 789 978 – MensLine Australia

2) Sexual Assault Referral Centres (SARC)

(a) https://nt.gov.au/wellbeing/hospitals-health-services/sexual-assault-referral-centres

(b) 08 8922 6472 – Darwin

(c) 08 8973 8524 – Katherine

(d) 08 8962 4361 – Tennant Creek

(e) 08 8955 4500 – Alice Springs

ix) **Australian Capital Territory** [Remove if you do not provide services for this state]

1) Victim Support ACT (VSACT)

(a) https://www.hrc.act.gov.au/victim-support

(b) (02) 6205 2222

(c) 1800 8222 72

2) Domestic Violence Crisis Service (DVCS)

(a) https://dvcs.org.au/

(b) (02) 6280 0900

(c) crisis@dvcs.org.au

3) Canberra Rape Crisis Centre (CRCC)

(a) https://crcc.org.au/

(b) (02) 6247 2525 – Crisis Phone Line

(c) 0488 586 518 – Crisis Text Line (for Deaf/Mute)

(d) crisis@crcc.org.au

4) Service Assisting Male Survivors of Sexual Assault (SAMSSA)

(a) https://samssa.org.au/

(b) (02) 6247 2525 – Crisis Phone Line

(c) 0488 586 518 – Crisis Text Line (for Deaf/Mute)

(d) crisis@crcc.org.au

b) **Legal Aid**: In situations where the incident involves abuse, exploitation, or a crime, it may be necessary to contact legal aid services. Legal professionals can advise about the participant's rights, assist with obtaining protection orders, or guide the participant through the legal process. If the participant needs legal representation, legal aid services can provide support to ensure the participant's interests are upheld during investigations or court proceedings.

i) **New South Wales** [Remove if you do not provide services for this state]

1) Legal Aid NSW

   (a) https://www.legalaid.nsw.gov.au/contact-us/our-offices

   (b) 1300 888 529, Monday to Friday (excluding public holidays), 9:00 am to 5:00 pm

2) Women's Legal Service NSW

   (a) https://www.wlsnsw.org.au/contact-us/

   (b) (02) 8745 6999 – Domestic Violence Legal Advice Line

   (c) 1800 810 784 (Rural) – Domestic Violence Legal Advice Line

   (d) (02) 8745 6988 – Women's Legal Advice Line

   (e) 1800 801 501 (Rural) – Women's Legal Advice Line

   (f) (02) 8745 6977 – First Nations Women's Legal Contact Line

   (g) 1800 639 784 (Rural) – First Nations Women's Legal Contact Line

   (h) (02) 8745 6954 – Working Women's Legal Service

3) Aboriginal Legal Service (NSW/ACT)

   (a) https://www.alsnswact.org.au/get_in_touch

   (b) 1800 765 767

ii) **Victoria** [Remove if you do not provide services for this state]

1) Victoria Legal Aid

   (a) https://www.legalaid.vic.gov.au/our-offices

   (b) 1300 792 387, Monday to Friday, 8.30 am to 5.30 pm

   (c) https://www.legalaid.vic.gov.au/victims-legal-service – Victims Legal Service

   (d) 1800 531 566, Monday to Friday, 9:00 am to 5:00 pm – Victims Legal Service Helpline

2) Victorian Aboriginal Legal Service Co-operative Limited (VALS)

(a) https://www.vals.org.au/contacts/

(b) 1800 064 865

(c) vals@vals.org.au

iii) **Queensland** [Remove if you do not provide services for this state]

1) Legal Aid Queensland

(a) https://www.legalaid.qld.gov.au/About-us/Contact-us#section-4

(b) 1300 65 11 88, Monday to Friday, 8:30 am to 4:30 pm

(c) 1300 65 01 43 – Aboriginal and Torres Strait Islander (QLD) Information Line

(d) 1800 LAQ / 1800 527 527 – Youth Legal Advice Hotline (Under 18 or Children's Court Matters Only)

(e) 1300 527 700 – Disaster Legal Helpline

2) Women's Legal Service Queensland (WLSQ)

(a) https://wlsq.org.au/

(b) 1800 957 957, Monday to Friday, 9:00 am to 4:30 pm AEST

iv) **South Australia** [Remove if you do not provide services for this state]

1) Legal Services Commission South Australia

(a) https://lsc.sa.gov.au/contact

(b) 1300 366 424 – Free Legal Helpline

(c) 1800 246 642 – Women's Domestic Violence Court Assistance Service

2) Women's Legal Service (SA)

(a) https://www.wlssa.org.au/contact-us

(b) 1800 816 349 – Free Legal Information Line, Monday to Friday, 9:00 am to 5:00 pm

(c) (08) 8231 8929 – Phone Legal Information Line, Monday to Friday, 9:00 am to 5:00 pm

(d) admin@wlssa.org.au

v) **Western Australia** [Remove if you do not provide services for this state]

1) Legal Aid Western Australia

(a) https://www.legalaid.wa.gov.au/about-us/contact-us

(b) 1300 650 579

(c) 1800 319 803, Monday to Friday (except on public holidays), 9:00 am to 4:00 pm (Western Standard Time) – Aboriginal and Torres Strait Islander Infoline

(d) https://www.accesshub.gov.au/ (for Deaf/Mute)

2) Women's Legal Services WA

(a) https://www.wlswa.org.au/contact/

(b) (08) 9272 8800

(c) 1800 625 122 (Free Call for Country Callers)

vi) **Tasmania** [Remove if you do not provide services for this state]

1) Tasmania Legal Aid

(a) https://www.legalaid.tas.gov.au/contact-us/

(b) 1300366611, Monday to Friday, 9:00 am to 5:00 pm

2) Women's Legal Service Tasmania

(a) https://womenslegaltas.org.au/contact/

(b) 1800 682 468, Monday to Friday, 10:00 am to 4:00 pm – Telephone Legal Advice Line

(c) https://www.accesshub.gov.au/ (for Deaf/Mute)

3) Tasmanian Aboriginal Legal Service (TALS)

(a) https://tals.net.au/get-in-touch

(b) 1800 595 162

(c) tals@tals.net.au

vii) **Northern Territory** [Remove if you do not provide services for this state]

1) Legal Aid NT

(a) https://www.legalaid.nt.gov.au/contact-us/

(b) 1800 019 343

(c) https://www.legalaid.nt.gov.au/contact-us/send-us-an-email/ – Email

2) Northern Territory Government – Women's Legal Services

(a) https://nt.gov.au/law/processes/get-legal-advice/womens-legal-services

(b) (08) 8982 3000 – Top End Women's Legal Service (TEWLS)

(c) 1800 234 441 – Top End Women's Legal Service (TEWLS)

(d) admin@tewls.org.au – Top End Women's Legal Service (TEWLS)

(e) (08) 8999 7977 – Domestic Violence Legal Services (DVLS)

(f) info@dvls.nt.gov.au – Domestic Violence Legal Services (DVLS)

(g) (08) 8972 1712 – Katherine Women's Information and Legal Services (KWILS)

(h) 1800 620 108 – Katherine Women's Information and Legal Services (KWILS)

(i) (08) 8952 4055 – Central Australian Women's Legal Service (CAWLS)

(j) 1800 684 055 – Central Australian Women's Legal Service (CAWLS)

3) Northern Territory Government – Indigenous Legal Services

(a) https://nt.gov.au/law/processes/get-legal-advice/indigenous-legal-services

(b) (08) 8982 5100 – North Australia Aboriginal Justice Agency (NAAJA) (Darwin)

(c) 1800 898 251 – North Australia Aboriginal Justice Agency (NAAJA) (Darwin)

(d) (08) 8972 5000 – North Australia Aboriginal Justice Agency (NAAJA) (Katherine)

(e) 1800 897 728 – North Australia Aboriginal Justice Agency (NAAJA) (Katherine)

(f) (08) 8931 7400 – North Australia Aboriginal Justice Agency (NAAJA) (Throughcare Office)

(g) 1800 321 201 – North Australia Aboriginal Justice Agency (NAAJA) (Throughcare Office)

(h) (08) 8950 9300 – Central Australian Aboriginal Legal Aid Service (CAALAS) (Alice Springs and Tennant Creek)

(i) 1800 636 079 – Central Australian Aboriginal Legal Aid Service (CAALAS) (Alice Springs and Tennant Creek)

viii) **Australian Capital Territory** [Remove if you do not provide services for this state]

1) Legal Aid ACT

(a) https://www.legalaidact.org.au/contact-legal-aid

(b) legalaid@legalaidact.org.au

(c) https://www.legalaidact.org.au/what-we-do/legal-aid-helpline – Legal Aid Helpline

(d) 1300 654 314, Monday to Thursday from 8:30 am to 7:00 pm, Friday from 8.30 am to 5.00 pm – Legal Aid Helpline

(e) https://www.legalaidact.org.au/what-we-do/dv-unit – Domestic Violence and Personal Protection Order Unit

(f) (02) 6207 1874, Monday to Friday, 9:00 am to 4:00 pm – Domestic Violence and Personal Protection Order Unit

(g) 1300 654 314, Monday to Friday, 9:00 am to 4:00 pm – Domestic Violence and Personal Protection Order Unit

(h) (02) 6243 3431, Monday to Friday, 9:00 am to 5:00 pm – Family Advocacy and Support Services

(i) civil@legalaidact.org.au – Family Advocacy and Support Services

(j) (02) 6257 0794 – Domestic Violence and Personal Protection Order Unit (Indigenous People – Sisters in Spirit)

(k) (02) 6284 6222 – Domestic Violence and Personal Protection Order Unit (Indigenous People – Winnunga Nimmityjah)

(l) 1800 864 663 – Domestic Violence and Personal Protection Order Unit (Indigenous People – Yeddung Mura)

(m) https://wlc.org.au/get-help/ – Women's Legal Centre ACT

(n) (02) 6257 4377 – Women's Legal Centre ACT

(o) 1800 634 669 – Women's Legal Centre ACT

(p) https://www.legalaidact.org.au/what-we-do/youth-law-centre – Youth Law Centre

(q) (02) 6173 5410 – Youth Law Centre

(r) ylc@legalaidact.org.au – Youth Law Centre

(s) https://www.legalaidact.org.au/opals – Older Persons ACT Legal Service (OPALS)

(t) 1800 353 374, Monday to Thursday from 8:30 am to 7 pm, Friday from 8:30 am to 5 pm – Older Persons ACT Legal Service (OPALS)

(u) opals@legalaidact.org.au – Older Persons ACT Legal Service (OPALS)

2) Aboriginal Legal Service (NSW/ACT)

(a) https://www.alsnswact.org.au/get_in_touch

(b) 1800 765 767

c) **Social Services or Child Protection** (if applicable): For incidents involving minors or individuals at risk of harm, social services or child protection agencies should be contacted to

ensure the participant's welfare is monitored and supported. These services can assess the situation, provide resources, and intervene as necessary to ensure the child's or vulnerable adult's safety.

i) **New South Wales** [Remove if you do not provide services for this state]

1) Department of Communities and Justice – Child Protection Helpline

(a) https://dcj.nsw.gov.au/contact-us/helplines.html

(b) 13 21 11, 24/7

(c) 61 2 9765 5117 (International)

ii) **Victoria** [Remove if you do not provide services for this state]

1) Department of Health

(a) https://www.betterhealth.vic.gov.au/health/servicesandsupport/Crisis-and-support-services-for-families

(b) 13 12 78 (Toll Free Within Victoria) – Child Protection Crisis Line

2) Department of Families, Fairness and Housing

(a) https://services.dffh.vic.gov.au/child-protection-contacts

(b) 1300 598 521, Monday to Friday, 8:45 am to 5:00 pm – North Division

(c) 1300 555 526, Monday to Friday, 8:45 am to 5:00 pm – South Division

(d) 1300 360 452, Monday to Friday, 8:45 am to 5:00 pm – East Division

(e) 1300 360 462, Monday to Friday, 8:45 am to 5:00 pm – West Division

(f) 13 12 78, Monday to Friday, 5:00 pm to 9:00 am – After Hours Child Protection Emergency Service

iii) **Queensland** [Remove if you do not provide services for this state]

1) Queensland Government

(a) https://www.dcssds.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres/regional-intake-services

(b) 1300 682 254 – Brisbane and Moreton Bay

(c) 1300 684 062 – Far North Queensland

(d) 1300 706 147 – North Queensland

(e) 1300 679 849 – South East (Logan, Gold Coast, and Bayside)

(f) 1300 683 390 – South West (Darling Downs) Toowoomba

(g) 1800 316 855 – South West (West Moreton) Ipswich

(h) 1300 703 762 – Sunshine Coast and Central Queensland

(i) 1800 177 135 – Child Safety After Hours Service Centre

iv) **South Australia** [Remove if you do not provide services for this state]

1) Department for Child Protection

(a) https://www.childprotection.sa.gov.au/report-suspected-harm

(b) 13 14 78, 24/7 – Child Abuse Report Line (CARL)

v) **Western Australia** [Remove if you do not provide services for this state]

1) Department of Communities – Child Protection

(a) https://www.wa.gov.au/organisation/department-of-communities/child-protection

(b) 1800 273 889 – Central Intake Team

(c) https://www.wa.gov.au/organisation/department-of-communities/child-protection-office-locations – Child Protection Office Locations

(d) https://www.wa.gov.au/service/community-services/community-support/crisis-care – After-Hours Response for Child Safety and Wellbeing Concerns

(e) 1800 199 008 – After-Hours Response for Child Safety and Wellbeing Concerns

(f) 13 14 50 – Translating and Interpreting Service (TIS)

(g) https://forms.digital.wa.gov.au/223101831590850 (Child Protection Concern Referral Form) – Professional Referrals

2) WA Child Safety Services

(a) https://wacss.com.au/contact-us/

(b) 1300 310 083

vi) **Tasmania** [Remove if you do not provide services for this state]

1) Strong Families Safe Kids

(a) https://strongfamiliessafekids.tas.gov.au/

(b) 1800 000 123 – Advice and Referral Line

(c) https://childwellbeingcontactform.decyp.tas.gov.au/ContactForm/YourDetails.aspx (Online Contact Form) – Strong Families Safe Kids

vii) **Northern Territory** [Remove if you do not provide services for this state]

1) Northern Territory Government – Child Protection Reporting Line

(a) https://nt.gov.au/law/crime/report-child-abuse

(b) 1800 700 250

2) Northern Territory Council of Social Service

(a) https://ntcoss.org.au/contact-us/

(b) (08) 8948 2665

viii) **Australian Capital Territory** [Remove if you do not provide services for this state]

1) ACT Child and Youth Protection Services

(a) https://www.act.gov.au/community/child-protection-and-youth-justice/report-child-abuse-or-neglect

(b) 1300 556 729

(c) 1300 556 728 – Mandated Reporters (including childcare workers)

(d) https://forms.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1136 (Online Form)

Incident Investigation

Person-Centred

When conducting incident investigations, it is beneficial for the investigation that all those involved to partake in the process; this includes providing them with any support or assistance needed to contribute.

The investigation should prioritise the participant with a disability to ensure any wrongs are rectified and their needs met. The investigation manager should keep notifying and updating participants and their supporters with news about the investigation's progress. Investigations should be completed in a maximum of 28 days.

CARE GARDEN THERAPY PTY LTD is required to notify the participant of any investigation progress within the first 7 days since it was reported, initially verbally and then documented in writing. Any discussion between CARE GARDEN THERAPY PTY LTD and the affected participant must be documented in writing.

Incident Management

For both NDIS Commissioner-directed investigations and independently reported investigations, the Owner/CEO/Director must assign a worker or independent party to manage the investigation. This individual must then determine an action to investigate the incident within 72 hours of the incident being reported; they may request assistance from fellow workers.

Owner/CEO/Director must ensure that CARE GARDEN THERAPY PTY LTD is managing incidents using procedural fairness, giving all information and any support needed to those involved. When managing a participant incident, the focus should only be on the direct incident.

Should the situation occur where an investigation report must be filled out, it must be completed by a CARE GARDEN THERAPY PTY LTD manager, specifically, the one who is responsible for the management of the incident. Direct submission to the NDIS Commission (reportableincidents@ndiscommission.gov.au) with a maximum of 60 day-delivery timeframe after the initial report is required.

Information Review

Prior to the completion of an incident investigation, a review must be conducted; this benefits CARE GARDEN THERAPY PTY LTD by providing them with information on trends and information analysis to improve CARE GARDEN THERAPY PTY LTD's services and ensure the safety and well-being of all.

The Incident Register will continue to be reviewed in management meetings. These reviews will take into consideration any feedback provided by workers or participants to improve CARE GARDEN THERAPY PTY LTD for future situations. Investigation reports should include the following:

a) Details of findings made

b) Copies of all reports and assessments

c) Name and position of individual conducting investigation

d) When the investigation was done

e) What information has been provided to the person affected

f) Details of action taken after the investigation

Ongoing Participant Support

Additionally, CARE GARDEN THERAPY PTY LTD is required to provide ongoing support for those affected by an incident (where the company/workers are at fault). Arrangements to ensure their support include but are not limited to the following:

a) Counselling

b) A safe place for individuals

c) Monitoring of affected individuals

Providing ongoing and appropriate support to the participant is a critical step in ensuring their recovery, wellbeing, and trust in the services provided. Following an incident, the participant may require immediate, short-term, and long-term assistance to address their physical, emotional, and psychological needs.

a) **Immediate Support**

i) Ensure the participant feels safe and secure immediately after the incident. This may involve relocating them to a safer environment, addressing immediate concerns, or providing reassurance.

ii) Offer first aid or medical attention if necessary, and ensure they have access to a calm, supportive space where they can begin to process the situation.

iii) Assign a trusted staff member or advocate to be present, offering emotional support and addressing the participant's immediate questions or concerns.

b) **Practical Assistance**

i) Provide help with day-to-day activities that the participant may struggle with as a result of the incident, such as transportation, mobility support, or accessing resources.

ii) Assist with any legal or administrative processes related to the incident, such as preparing documentation, attending appointments, or liaising with advocates or legal representatives.

c) **Empowering the Participant**

i) Involve the participant in decision-making processes wherever possible, ensuring they feel heard and respected. This empowers them to regain control over their circumstances and fosters confidence in the care being provided.

ii) Offer personalised support plans tailored to the participant's specific needs, preferences, and goals.

d) **Long-Term Support**

i) Continuously monitor the participant's progress and adjust support plans as necessary to ensure their recovery and wellbeing are prioritised.

ii) Provide access to rehabilitation services, such as physiotherapy or occupational therapy, if physical recovery is required.

iii) Ensure the participant has ongoing access to trusted professionals, advocates, or support workers who can guide them through their recovery journey.

Training

CARE GARDEN THERAPY PTY LTD is committed to providing regular staff training to ensure the effective implementation of this Policy and Procedure. This training will cover the identification, documentation, reporting, and ongoing management of incidents, including the use of reporting systems, understanding legal and regulatory obligations, and responding appropriately to emergencies.

CARE GARDEN THERAPY PTY LTD staff will receive education on maintaining participant safety, minimising risks, and promoting accountability in incident management practices. Training sessions will be conducted as part of the induction and updated regularly to reflect policy or legislation changes.

CARE GARDEN THERAPY PTY LTD will use internal resources such as the *Individual Training Register* to track completed training and the *Needs Self-Assessment* to identify skill gaps and tailor training plans. These tools help evidence that staff are equipped to manage incidents effectively while maintaining high standards of participant care and safety.

Quality Management

Review and Feedback

In some cases, Management may decide to complete a Quality of Support review; this will address areas such as the treatment of affected participants and their families, necessary adjustments, ongoing risk management, and the best form of support to seek justice for the affected individuals and/or their families.

Furthermore, participants may express dissatisfaction with CARE GARDEN THERAPY PTY LTD's investigation outcomes or facilities by lodging a complaint in accordance with the guidelines outlined in the *Feedback and Complaints Management Policy and Procedure*.

a) **Feedback and Advocacy**

iv) Encourage the participant to provide feedback about the support they are receiving to ensure it meets their needs.

v) Advocate on behalf of the participant if they face barriers in accessing services or if additional resources are needed to facilitate their recovery.

Monitoring and Analysis

A centralised system will track and analyse incidents to identify trends, guide preventive actions, and ensure participant safety. CARE GARDEN THERAPY PTY LTD workers will receive regular training, and internal audits will monitor compliance.

Stakeholders will be engaged through accessible feedback mechanisms, and all incidents will be managed transparently while maintaining confidentiality. Comprehensive records will be securely maintained to support accountability, compliance, and continuous improvement in line with the *Continuous Improvement Policy and Procedure*.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedures from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families, carers and workers every year. All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure:

- Incident Management - Incident Report
- Incident Management - Incident Register
- Incident Management - Incident Investigation Form
- Incident Management - NDIS - Reportable incident - 5-Day Notification

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.12 Missing Participant Policy and Procedure

Purpose and Scope

The Missing Participant Policy and Procedure is implemented throughout CARE GARDEN THERAPY PTY LTD to ensure the correct protocols are taken if a participant is believed to be missing or in suspicion of absence.

This extends to all employees and meets relevant laws, regulations, and standards.

Policy

CARE GARDEN THERAPY PTY LTD is committed to providing 24/7 care and services for participants. The Missing Participant Policy and Procedure outline the actions that are required to take if a participant is missing. It is the responsibility of CARE GARDEN THERAPY PTY LTD to effectively respond and maintain assistance and support to all personnel to ensure their health and safety is accounted for.

Worker Responsibilities

- Immediately report and notify key personnel if it is noticed or suspected they are missing.
- To maintain a watchful eye and continuously monitor participants.
- Report to Health Care Manager.

Management Responsibilities

- To ensure the safety of all personnel.
- Contact participants' related personnel in the event a participant is missing.
- Report to Health Care Manager or emergency services.

Procedure

The Missing Participant Procedure is utilised throughout CARE GARDEN THERAPY PTY LTD to ensure the safety of all participants. It is the responsibility of CARE GARDEN THERAPY PTY LTD‘s personnel to monitor all whereabouts of the participant. In exceptional circumstances, a participant is under suspicion or is deemed missing. Immediate action will take place, and related personnel to that individual will be made aware of the situation.

Principles of Missing Participants

It is the responsibility of CARE GARDEN THERAPY PTY LTD and its personnel to provide 24/7 care to their required participants. It is extremely crucial that all key personnel are aware and have developed an understanding of their participant's behaviour patterns and should determine if they require extra monitoring. Personnel must not perform and deliver nursing or medical assistance if they are not professionally trained in the area. The 24/7 care workers must clearly communicate to participants the actions and measurements that will be utilised to meet CARE GARDEN THERAPY PTY LTD's duty of care concerning participants.

All care workers, or in the circumstance that a sub-contractor is responsible for caring for a participant, are to act upon any incidents promptly; however, they must ensure their initial safety of themselves.

Personnel are to ensure frequent communication with the Health Care Manager and specially make them notified if an emergency were to occur. The CEO/ Director and/or Health Care Manager may endeavour skilled external organisations and interact with experts/consultants or experts in the place a participant is suspected missing.

Missing Participant

In the event a participant is deemed missing, it is essential that CARE GARDEN THERAPY PTY LTD's personnel and HC Manager follow the below specifications:

- Communicate to the participants' mobile phones frequently (if they possess one).
- Enquire with all persons who were in contact or seen the participant that current day. Also, ask the surrounding neighbours if they have seen the missing participant.
- Conduct a thorough and careful search of the home and surrounding areas.
- Ensure to contact both Owner/CEO/Director, Health Care Manager and/or emergency services to report the situation.

Once authorised personnel have been contacted, they are then to notify the HC Manager to inform them of the incident and to verify if they have had recent contact with the individual. If, for any reason, the workers are unable to contact the HC Manager, then it is their responsibility that they contact emergency services immediately. They must follow all instructions given to them by the police or the HC Manager.

If a participant is found, all personnel must be made aware of the positive outcome. Family members should also be immediately informed.

It is essential that all events are recorded and documented via the incident form and then placed in the participant's personal file.

The incident must be investigated thoroughly to ensure the elimination of potential future occurrences.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Incident Management - Incident Report
- Incident Management - Incident Register
- Incident Management - Incident Investigation Form
- Incident Management - NDIS - Reportable incident - 5-day notification

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.13 Suicide and Self-Harm Policy and Procedure

Purpose and Scope

The Suicide and Self-Harm Policy and Procedure outline the important guidelines and protocols CARE GARDEN THERAPY PTY LTD must follow in the event a participant is disclosing and/or implying potential suicide and/or self-harm.

CARE GARDEN THERAPY PTY LTD will enforce training and awareness to all Health Care Workers, volunteers, and advocates, to ensure they retain the correct knowledge concerning suicide and self-harm prevention.

This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Suicide	The act of taking one's life.
Self-Harm	Deliberate injury to oneself, typically as a manifestation of a psychological or psychiatric disorder.

Policy

The Suicide and Self-Harm Policy is utilised throughout CARE GARDEN THERAPY PTY LTD to maintain and ensure the safety of all personnel and participants. All Home Care services must follow and abide by this policy.

This policy demonstrates and offers adequate knowledge of the methods that must be utilised when responding to participants' surveillance, accusation and disclosing of potential suicide and/or self-harm.

It is important to acknowledge that CARE GARDEN THERAPY PTY LTD does not possess the authorisation for counselling and offered strategies to advise participants of their situation. However, CARE GARDEN THERAPY PTY LTD is committed to providing ongoing support to those who are suffering.

The initial safety of all personnel who are responding to potential suicide and self-harm of a participant is vital.

Worker Responsibilities

- Report any potential signs or concerns if they think a participant may be suicidal or going to self-harm.
- Seek external support and services if you experience the passing of a participant.
- Apply taught training and skills.

Management Responsibilities

- Utilise and document all correct forms.
- Inform personnel of the unfortunate event.
- Provide adequate training and knowledge in relation to self-harm and suicide prevention.

Procedure

The Suicide and Self-Harm Procedure implies the correct and paramount protocols when responding and dealing with a participant who has potentially caused self-harm and/or suicide. It is critical that all Healthcare Workers, Volunteers and Advocates are thoroughly trained and obtain all information necessary when a participant has disclosed or implied potential danger to themselves.

Evaluation and responses to suicide and self-harm threat are undertaken by CARE GARDEN THERAPY PTY LTD's skilled and qualified personnel, utilising primarily proven evaluation practices.

CARE GARDEN THERAPY PTY LTD ensures to provide accessible First Aid Kits in all public locations and utilised vehicles.

Workers of CARE GARDEN THERAPY PTY LTD will be trained and competent when responding to warning signs of potential suicide and self-harm. These signs include, but are not limited to:

- The increased utilisation of drugs or alcohol
- Hopelessness
- Depression
- Impaired behaviour and judgment
- Social withdrawal from family and friends

Workers will be trained and will be competent when responding to risk factors of potential suicide and self-harm. This includes, but is not limited to:

- Existing mental health issues and problems
- Substance and/or alcohol abuse
- A prior attempt of suicide and/or self-harm
- Gender
- Financial stresses

- Family disputes
- Geographical or social isolation
- Evidence of Post-Traumatic Stress Disorder

Assessment of Suicide and Self-Harm

It is the responsibility of the Health Care Manager to utilise the appropriate forms and documents when reporting an individual who is at risk of self-harm or suicide. They can utilise the Detailed Risk Assessment and Summary, Health and Safety Risk Assessment and the participant Risk Assessment Form. It is essential that when completing any suicide or self-harm assessment, that it is treated with dignity and respect.

If a participant is found to suffer from triggers of suicide or self-harm, it is crucial that they are regularly monitored. This is to ensure that the health, mental and physical well-being of the participant is at a stable level.

There are different levels of risk rating relating to self-harm and suicide. The following specifies the ratings that will be assessed when examining a participant with potential danger:

- Non- Existent
- Low/Mild
- Moderate
- High/ Severe
- Very High/ Extreme

Non-Existent

A non-existent risk will be conducted if there are no visible or identifiable plans or intent of self-harm.

In the unfortunate event that suicide or self-harm has occurred, it is the responsibility of CARE GARDEN THERAPY PTY LTD to create a future action plan. This is to ensure that all future potential occurrences are eliminated and prevented. All plans and information regarding suicide and self-harm must be documented.

Privacy and Confidentiality

It is the responsibility of CARE GARDEN THERAPY PTY LTD and their duty of care, to prevent all attempts of suicide and self-harm of a participant. In the sense of mental health issues encompassing suicide and self-harm, due to these situations being harmful, privacy and confidentiality agreements will not be adhered to, due to dangers of harming ones-self or committing suicide.

Staff Actions

Once a participant has taken their own life, it is the respectable manner that all CARE GARDEN THERAPY PTY LTD personnel are made aware. This is to inform the participant's service that some personnel may want to attend if they had a personal connection with the individual. It is encouraged that staff are to seek external programmes to assist them in the support they require.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Participant - Risk Assessment Form
- Risk Management Policy and Procedure
- Privacy and Confidentiality Policy and Procedure
- Health, Safety and Security Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 2.14 Death of a Participant Policy and Procedure

Purpose and Scope

The Death of a Participant Policy and Procedure is implemented throughout CARE GARDEN THERAPY PTY LTD to ensure the correct protocols are executed if a participant has been announced deceased or if a participant's death is deemed suspicious.

Suspicious death is the unexpected passing of an individual in which the circumstances are medically or legally unexplained.

The Death of a Participant Policy and Procedure outlines the precise measurements that must be acted upon by CARE GARDEN THERAPY PTY LTD in the event that an individual's life has passed.

This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Suspicious	Having or showing a cautious distrust of someone or something.
Respect	A feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements.
Compassion	A strong feeling of sympathy and sadness for the suffering or bad luck of others and a wish to help them.
Dignity	The importance and value that a person has, that makes other people respect them or makes them respect themselves.

Policy

The Death of a Participant Policy must be adhered to by all personnel. It specifies the right protocols that must be implemented if an individual's death is considered questionable and/or confirmed.

It is the expectation and responsibility of all personnel to regard the death of a participant in a manner that reflects respect, sensitivity, dignity, and compassion.

There is a well-timed and systematic report regarding the saddened event, which entails advising the suitable individuals, businesses or services related to a deceased individual. CARE GARDEN THERAPY PTY LTD will ensure that the necessary legal requirements are met.

CARE GARDEN THERAPY PTY LTD is committed to providing ongoing support to the families of the participant.

Worker Responsibilities

- Immediately report to key personnel if an individual is unresponsive.
- Treat all incidents with sensitivity, respect, compassion, and dignity.
- Immediately contact emergency services.

Management Responsibilities

- To contact all related personnel and organisations of the participant.
- Ensure all legal requirements are met.
- Encourage personnel to seek counselling if needed.
- Allow time off to those who were involved with delivering care and services to the deceased.
- Enter the record of the death and any transfer into progress notes.

Procedure

The Death of a Participant's Procedure entails the appropriate and correct protocols that are expected to be actioned if a participant has passed.

Assessment of Participant's Death

If care personnel or any other personnel within CARE GARDEN THERAPY PTY LTD believe that the death of a participant occurs, then it is their duty to call emergency services on 000 immediately. They must also communicate with the Health Care Manager and remain to monitor the participant.

It is important to ensure that if the participant has no pulse, then personnel must not perform any CPR. If the participant's end-of-life wishes and/or Do Not Resuscitate Order (DNR) is unknown by CARE GARDEN THERAPY PTY LTD, then workers may commence CPR if made competent by CARE GARDEN THERAPY PTY LTD.

The personnel providing care and services to a participant must frequently check their vital signs. Only a professional registered practitioner or a Registered Nurse is authorised to determine the outcome of their life.

The various vital signs that should be monitored are:

- Body temperature
- Pulse rate
- Respiratory rate (rate of breathing)
- Blood pressure
- Eye and body movement (PEARL)
- Responsiveness
- GCS Score (should be 15)

If a Healthcare professional is not present, they must be contacted immediately. They will be asked to attend the scene to confirm the death of the participant and must record and document the condition of the death. Once the Healthcare professional has reviewed the patient, then it is their responsibility to issue a certificate of death.

Suspicious Death/ A Coroner's Case

A Coroner is defined as authorised personnel who possesses inquests into violent, sudden, or suspicious deaths. A coroner's case will be present if an individual's death is deemed suspicious or unexpected.

In the event a suspicious death of a participant occurs, it must be immediately reported to the coroner or police if:

- The death was sudden, and the cause was unknown.
- It is unnatural or violent.
- The person has not been assessed by a doctor within 6 months prior.
- They were not terminally ill.
- It was not the moderately anticipated end result of a health-related process.

The death of a Participant will be assessed and analysed if:

- The individual was in police custody and had the intention of escaping.
- If the individual was a child whose death was negligent.
- The deceased had a disability and received funding services and care through the government.

If a Coroner's Case arises, then the CEO/ Director and HC Manager must be aware. Moreover, the participant's next of kin must be contacted and informed of the situation. CARE GARDEN THERAPY PTY LTD will ensure to display their condolences to the family and offer them support.

It is significantly important that no personnel of any kind are to move, touch or alter the participant's body in any way; personnel are not to wash the participant's body. The HC Manager or the RN must leave all medical equipment in their body. This may include things such as a catheter, feeding tubes and airway tubes. The body must be left in the position and location where the individual passed.

Once police officers arrive on the scene, they will source statements from all related personnel. It is important that the police also collect statements from the people that were working in the individual's sector at the time of their death. Once all necessary evidence and reports have been submitted to the police, they will then communicate with the HC Manager about when the body can be relocated.

Death of a Participant Checklist at Home

There is a certain order that must be adhered to when the death of a participant is to occur. Only the Registered Nurse or Health Care Worker must be the only authorised personnel to complete the below protocol:

- Wear PPE at all times to ensure no bodily fluids are transferred onto personnel.
- If the participant has a known or alleged infection and/or disease, then supplementary safety measures will be required.
- Clean and wipe away any potential body fluids and blood the participant may have.
- Using a ball of damp cotton wool, close the participant's eyes if necessary. They will then need to close their mouth using a rolled-up towel in order to support the jaw.
- Dress and groom the participant in their already existing everyday clothes. It is important that no key personnel are dressed by choice.
- The bed will be made with all freshly washed and cleaned linen, and the room will be tidy.
- All tubes and medical equipment must be removed from the participant's body.
- If there are any fluids such as urine to be drained, faeces or wound exudates, apply incontinence pads or dressing pads to the customer respectively.
- The HC Manager, Health Care Professional or Registered Nurse will contact the funeral home to communicate and confirm if the deceased participant is ready to be relocated to their facility.
- The duration of the Death of a Participant Procedure must be treated with dignity and respect.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Personal Protective Clothing and Equipment Policy and Procedure
- Incident Management - Incident Report
- Incident Management - Incident Register
- Incident Management - Incident Investigation Form
- Incident Management - NDIS - Reportable incident - 5-day notification

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

Section Three - Human Resource and Supports Continuity Management

CM. 3.1 Human Resources Policy and Procedure

Purpose

This Policy and Procedure aims to establish and demonstrate CARE GARDEN THERAPY PTY LTD's commitment to maintaining reliable, transparent, and effective human resource practices. It serves as a guide to ensure consistency and fairness in managing employee-related matters while aligning with the organisation's values, goals, and compliance requirements.

CARE GARDEN THERAPY PTY LTD aims to create a supportive and equitable work environment that promotes employee satisfaction, professional growth, and organisational success by outlining clear processes and expectations.

Scope

This Policy and Procedure sets out the recruitment and selection requirements of workers including mandatory documents; Management; and exit procedures for CARE GARDEN THERAPY PTY LTD. Additionally, this Policy includes guidelines for employee induction and training guidelines that are in line with the other Policies and Procedures in the Core Module Manual.

This Policy and Procedure extends to all workers including contractors and third-party services that provide direct supports to the same participants as stipulated in their agreements, and meets relevant laws, regulations, and standards.

Definitions

Conviction – The fact of officially being found to be guilty of a particular crime, or the act of officially finding someone guilty.

Declaration – An announcement, often one that is written and official.

Indictable Offence – An indictable offence is an offence where the defendant has the right to trial by jury. There are two categories of indictable offences: Major Indictable Offences and Minor Indictable Offences. Major indictable offences must be heard in the District Court or the Supreme Court.

Misconduct – Unacceptable or bad behaviour by someone in a position of authority or responsibility.

Obligation – The fact that you are obliged to do something: Something that you must do.

Precluding Offences – A person has a precluding offence if either of the following is on their Police Check Certificate: a conviction for murder or sexual assault; or a conviction of, and sentenced to imprisonment for, any other form of assault.

Redundancy – The state of being no longer needed or useful.

Reliable – Someone or something that is reliable can be trusted or believed because he, she, or it works or behaves well in the way you expect.

Statutory Declaration – A statutory declaration is a statement of fact(s) that you declare to be true. It can be used as evidence.

Responsibilities

Owner/CEO/Director

- Ensuring the Human Resources Policy and Procedure are being followed.
- Conduct reviews.
- Manage stakeholders.

Management

- Provide clear instructions and training as required by management.
- Assess the CARE GARDEN THERAPY PTY LTD's performance annually against the Continuous Improvement Plan.
- Ensure all workers have relevant mandatory checks.
- Ensure all workers have relevant qualifications.
- Develop selection criteria for different job roles.
- Advertise hiring and respond to enquiries.
- Organise recruitment.

Worker

- Maintain current licences, qualifications, and training required for the role they are undertaking.
- Provide references prior to recruitment.
- Provide current national police checks.
- Provide Statutory Declaration as applicable.
- Provide feedback about the recruitment process.
- Following CARE GARDEN THERAPY PTY LTD‘s policy for resigning.

- Follow all CARE GARDEN THERAPY PTY LTD's policies and procedures.

Policy

Competency Statement

Considering the qualifications and experiences of CARE GARDEN THERAPY PTY LTD workers to meet legislative, policy and service standards, CARE GARDEN THERAPY PTY LTD will hire competent and sufficient specialists and support workers. Above all, workers will maintain a clear Police Record Check in the absence of an NDIS Worker Screening Check.

CARE GARDEN THERAPY PTY LTD is committed to fostering a diverse, inclusive, and talented workplace that values the unique contributions of every individual. CARE GARDEN THERAPY PTY LTD aims to cultivate a supportive environment where employees from all backgrounds, abilities, and experiences can thrive. This commitment enables the CARE GARDEN THERAPY PTY LTD to attract and retain skilled professionals dedicated to delivering high-quality essential services.

Person-Centered Approach

CARE GARDEN THERAPY PTY LTD ensures that it can meet the varied needs of all participants, empowering them to achieve their goals and improve their quality of life. Through these efforts, CARE GARDEN THERAPY PTY LTD remains focused on building a workforce that reflects the communities it serves while upholding excellence in service delivery.

The culture, diversity, values, and beliefs of each participant are recognised and respected, with all actions guided by their preferences and direction. This approach ensures that individual identities are honoured and incorporated into the support provided. Services are tailored to meet the unique cultural and personal needs of each participant. This commitment promotes inclusivity, dignity, and a person-centred approach in all interactions.

Documentation and Confidentiality Statement

Any CARE GARDEN THERAPY PTY LTD information gathered will be handled with the highest standard of confidentiality and security in compliance with the relevant legislation requirement. CARE GARDEN THERAPY PTY LTD will ensure compliance with the *Records and Information Management and Privacy and Confidentiality Policies and Procedures*.

Procedures

Essential Contact Information

CARE GARDEN THERAPY PTY LTD ensures that accurate and up-to-date contact details are recorded and maintained for each worker. This includes their;

- phone number,
- email address, and
- residential address.

Workers are required to promptly inform CARE GARDEN THERAPY PTY LTD of any changes to their contact details, including phone number, email address, and residential address, to ensure that all records remain accurate and up to date.

Maintaining accurate records is essential for operational efficiency, timely correspondence, and ensuring the safety and wellbeing of workers and participants. Keeping this information current allows CARE GARDEN THERAPY PTY LTD to maintain effective communication, particularly in situations requiring timely updates or emergency contact.

This ensures compliance with legal and organisational requirements. Failure to provide updated contact information may result in disruptions to important communications or employment processes.

Mandatory Employee Documents

CARE GARDEN THERAPY PTY LTD ensures compliance with NDIS guidelines by conducting a thorough collection of required documents for all new employees. These are essential to verify the employee's qualifications, suitability, and eligibility to work within the disability support sector. This approach to gathering the following employee information helps safeguard the wellbeing of CARE GARDEN THERAPY PTY LTD participants and ensures high standards of service delivery.

Difference Between the NDIS Orientation and Induction Modules

The NDIS Worker Orientation Module ("Quality, Safety, and You") and the New Worker NDIS Induction Module are key training programmes designed to support workers in the disability sector. Together, these programmes aim to equip workers with the knowledge and skills needed to deliver high-quality, safe, and participant-centred care.

Feature	NDIS Worker Orientation Module ("Quality, Safety, and You")	New Worker NDIS Induction Module
Purpose	To help workers understand their responsibilities and the expectations under the NDIS Code of Conduct.	To provide an overview of how the NDIS operates, its goals, and its participant-centred care.
Focus	Quality, safety, and respectful support for NDIS participants.	General understanding of NDIS operations and principles.
Mandatory Status	Mandatory for all workers in the disability support sector under the NDIS.	Not mandatory but highly recommended for service providers.

Target Audience	All individuals working directly in the NDIS disability support sector.	New workers and employees of NDIS-registered service providers.
Key Benefit	Ensures workers are equipped to provide high-quality and safe support while complying with the NDIS Code of Conduct.	Helps new workers gain a broader understanding of the NDIS and its participant-focused framework.

NDIS Worker Orientation Module ("Quality, Safety, and You")

The NDIS Worker Orientation Module, titled 'Quality, Safety, and You', is an online training programme designed for workers and volunteers delivering services under the National Disability Insurance Scheme (NDIS) in Australia.

It provides an introduction to the responsibilities and expectations of those working within the NDIS to ensure the safety, well-being, and rights of people with disabilities. This module's content can be outlined by the following:

a) **Human Rights**: Emphasises the rights of people with disabilities.

b) **Respect and Dignity**: Teaches how to deliver services respectfully and inclusively.

c) **Professional Boundaries**: Guides workers on maintaining professional relationships with participants.

d) **Responding to Incidents**: Provides information on how to identify and report any incidents of harm or abuse.

All workers, including business owners, CEO, and directors, must complete the NDIS Worker Orientation Module as mandated by the NDIS Commission; this can be achieved at: https://www.ndiscommission.gov.au/trainingcourse, by going through the following steps:

a) Find a green box that says access the module.

b) On the right-hand side, there are two options; click the first one, which is the NDIS Worker Orientation Module.

c) This will redirect to the modules all employees need to watch.

d) Once completed, the worker will receive a certificate that demonstrates their understanding of the module's principles.

Employees, including the Executive Management, must provide CARE GARDEN THERAPY PTY LTD a copy of the NDIS Worker Orientation Module for proper documentation to ensure compliance with the NDIS Practice and Quality Indicators and all other applicable legislative requirements.

New Worker NDIS Induction Module

This is an online training resource designed to introduce workers to the National Disability Insurance Scheme (NDIS) and the essential roles they play in delivering supports and services to people with disabilities.

This module is intended to help new and existing workers understand the NDIS, its principles, and their responsibilities in providing high-quality and safe support to participants with the following content outline:

a) **Introduction to the NDIS**: Explains how the NDIS works and who the participants are.

b) **Rights and Empowerment**: Focuses on the rights of NDIS participants and the importance of empowering them in decision-making.

c) **Quality and Safeguards**: Teaches workers about safeguarding participants and promoting a high standard of care.

d) **Workers' Responsibilities**: Outlines workers' obligations to act with respect, maintain professional boundaries, and deliver services safely.

e) **Person-Centered Support**: Emphasises providing support that aligns with the needs, goals, and preferences of NDIS participants.

Although not all workers are legally required to complete this module in every circumstance, it is a standard expectation for those involved in direct support roles or those working with NDIS participants. The training also helps to demonstrate compliance with NDIS quality standards. This module can be completed at: https://training.ndiscommission.gov.au/.

CARE GARDEN THERAPY PTY LTD's Induction

It is required by CARE GARDEN THERAPY PTY LTD that all new workers partake in an induction before they commence engagement with CARE GARDEN THERAPY PTY LTD participants. Induction and recruitment given to all workers will be held on each worker's file and in the *Training and Development Record* of CARE GARDEN THERAPY PTY LTD. The following information outlines the areas CARE GARDEN THERAPY PTY LTD is required to educate all workers around:

a) NDIS Worker Orientation Module

b) Mission, vision and values of CARE GARDEN THERAPY PTY LTD

c) Organisation structure, communication channels, and accountabilities and teams

d) Human Resource Policies and Procedures

e) Roles and responsibilities of workers including the Executive Management

f) Risk Management, Health and Safety, and Continuous Improvement

The CARE GARDEN THERAPY PTY LTD worker must approach the Human Resource or delegate regarding how to access or participate in this induction. The process and channel for this may change depending on continuous improvement requirements. Workers must comply with the updated procedures accordingly with the following guidelines for complete integration at CARE GARDEN THERAPY PTY LTD:

a) **Attend the scheduled induction session**: Participate in the induction session, either in-person or online, as per the provided schedule.

b) **Review induction materials**: Familiarise yourself with the business policies, procedures, and key operational information.

c) **Confirm completion**: Acknowledge the completion of the induction process by signing off on the relevant forms.

100 Points of ID

In Australia, this is a system used to verify a person's identity, typically for tasks such as applying for a job. It assigns a point value to various forms of identification, and a person must provide documents that total at least 100 points. New CARE GARDEN THERAPY PTY LTD employees must provide a combination of primary and secondary documents that total at least 100 points including a Proof to Work in Australia.

Primary Documents (50 Points Each)

a) Valid Australian Passport-Visa (Proof of Working Right)

b) Valid Australian Birth Certificate (Proof of Working Right)

c) Valid Australian Driver’s Licence (Required if role involves transporting participants)

Secondary Documents (Up to 40 Points Each)

a) Valid Medicare Card

b) Valid Bank Statement

c) Valid Utility Bill

d) Valid Electoral Roll Registration

e) Valid Credit or Debit Card

A valid documentation constitutes a non-expired ID or document with the specific name of the applicant. Driver licensing agencies in Australian states and territories recognise certain overseas countries and

jurisdictions as meeting the same licensing standards as Australia. Applicants from these countries may be exempt from taking a knowledge and driving test.

If the driver's licence is not in English, the applicant must carry an English translation certified by their consulate, diplomatic office, or mission when driving, or an International Driving Permit (IDP), based on state and territory laws. CARE GARDEN THERAPY PTY LTD will conduct a VEVO check (Visa Entitlement Verification Online) to determine a non-citizen's work entitlements and conditions, including VISA status, in Australia.

National Disability Insurance Scheme Worker Check (NDISWC)

All workers of CARE GARDEN THERAPY PTY LTD must hold a valid NDIS Worker Screening Check. The Human Resource or delegate of CARE GARDEN THERAPY PTY LTD will verify whether new staff members have this in place. The NDISWC assesses whether a person who works or seeks to work with people with a disability poses a risk to them.

This check is valid for five (5) years, and CARE GARDEN THERAPY PTY LTD will ensure all staff will renew their bills every 5 years. This assessment determines whether a person is cleared or excluded from working in certain roles with people with disability. Application procedures for the NDISWC in each state can be found here: https://www.ndiscommission.gov.au/workforce/worker-screening. CARE GARDEN THERAPY PTY LTD is required to link workers to the organisation through the NDIS Commission portal.

In certain circumstances, workers who have applied for an NDISWC and are awaiting the outcome may be allowed to perform work that requires this clearance temporarily. This is determined by the *National Disability Insurance Scheme (Practice Standards—Worker Screening) Rules 2018* and relevant state or territory legislation.

"Work on Application" for Risk-assessed Roles

For individuals in "risk-assessed roles" working with CARE GARDEN THERAPY PTY LTD, there are specific rules and arrangements for when their NDIS Worker Screening Check (NDISWC) is pending. CARE GARDEN THERAPY PTY LTD is responsible for identifying and keeping records of their risk-assessed roles. Here are the key characteristics of risk-assessed roles:

a) held by key personnel, such as a CEO or senior management;

b) involves direct delivery of specified supports or services to individuals with disabilities;

c) requires more than incidental contact with people with disabilities, including;

   i) involving normal duties that engage in physical touch,

   ii) developing a rapport with the participants, and

iii) interacting with multiple participants through the provision of specialist disability services or in specialist disability accommodation settings.

Contact can occur in various forms, such as physical interaction, face-to-face communication, or oral, written, or electronic exchanges. For more information regarding risk-assessed roles, please refer to this source, specifically on what constitutes key roles and supports and services: https://www.ndiscommission.gov.au/provider-registration/apply-registration/risk-assessed-roles.

For pending NDISWC, the rules and arrangements can vary slightly by state and territory, but generally involve a "work on application" approach with strict safeguards. Key requirements for working on a pending NDISWC application include:

a) **Employer Verification**: CARE GARDEN THERAPY PTY LTD must verify the worker's application with the relevant Worker Screening Unit. The application often won't progress until this verification occurs.

b) **Supervision**: The worker must be supervised by someone from CARE GARDEN THERAPY PTY LTD who already holds a valid NDIS Worker Screening Clearance. The level of supervision can vary based on a risk assessment, from periodic check-ins to constant presence.

c) **Risk Management Plan**: CARE GARDEN THERAPY PTY LTD must develop and maintain a comprehensive risk management plan. This plan must:

   i) Identify and describe each potential risk to people with disability.

   ii) Explain how each risk will be managed, specifically detailing the supervision arrangements for the worker with the pending application.

d) **No Interim Bar or Exclusion**: The worker must not have received an "interim bar" or "exclusion." An interim bar is a temporary measure that prevents a person from working while their application is being assessed due to concerns. An exclusion means they have been refused a clearance and are prohibited from working in risk-assessed roles.

e) **Application Not Withdrawn or Cancelled**: The worker's NDISWC application must remain active and not be withdrawn or cancelled.

[Remove if you do not provide services for this/these state/s]

Many states and territories allow workers in risk-assessed roles to commence work while their NDISWC application is pending, provided certain conditions are met. New South Wales/Western Australia/Tasmania/Australian Capital Territory/Northern Territory generally allow for "work on application" under the conditions outlined above.

New South Wales/Western Australia [Remove if you do not provide services for this/these state/s]

To work in a risk-assessed role under the NDIS in New South Wales, an individual must apply for an NDIS Worker Check (NDISWC) via Service NSW at https://www.service.nsw.gov.au/guide/ndis-worker-check.

Australian Capital Territory [Remove if you do not provide services for this state]

To work in a risk-assessed NDIS role in the Australian Capital Territory, an individual needs an NDIS Worker Check (NDISWC), which is integrated with the Working with Vulnerable People (WWVP) registration: https://www.accesscanberra.act.gov.au/business-and-work/working-with-vulnerable-people/wwvp-and-the-ndis.

Tasmania [Remove if you do not provide services for this state]

To work in a risk-assessed NDIS role in Tasmania, an individual will need an NDIS Worker Check (NDISWC), integrated with their Registration to Work with Vulnerable People (RWVP): https://www.justice.tas.gov.au/rwvp/apply-or-renew/ndis-worker-check.

Northern Territory [Remove if you do not provide services for this state]

To work in a risk-assessed role within the National Disability Insurance Scheme (NDIS) in the Northern Territory (NT), you'll need to apply for an NDIS Worker Check (NDISWC) through SAFE NT: https://pfes.nt.gov.au/NDISCheck.

[Remove if you do not provide services for this/these state/s]

It's crucial to note that some states have stricter rules. Queensland/South Australia/Victoria generally operate under a "no clearance, no start" policy, meaning workers are prohibited from working in a risk-assessed role until they have received their NDISWC clearance.

Queensland [Remove if you do not provide services for this state]

To work in a risk-assessed role within the National Disability Insurance Scheme (NDIS) in Queensland, an individual will need to apply for an NDIS Worker Screening Clearance through Disability Worker Screening Queensland: https://www.workerscreening.qld.gov.au/.

South Australia [Remove if you do not provide services for this state]

For individuals seeking to work in a risk-assessed role within the National Disability Insurance Scheme (NDIS) in South Australia, an NDIS Worker Check (NDISWC) is a mandatory requirement, managed through the South Australian Department of Human Services Screening Unit: https://www.sa.gov.au/topics/rights-and-law/rights-and-responsibilities/screening-checks/screening-ndis.

Victoria [Remove if you do not provide services for this state]

For individuals aiming to work in a risk-assessed role within the National Disability Insurance Scheme (NDIS) in Victoria, obtaining an NDIS Worker Check (NDISWC) through Service Victoria is a mandatory requirement: https://service.vic.gov.au/services/national-disability-insurance-scheme/home.

Police Checks

A Police Check is a document that provides information about an individual's criminal history. It is issued by the police or accredited agencies and is used by employers and organisations to assess a person's suitability for specific roles, especially those involving vulnerable populations.

National Police Check

The NDIS Worker Screening Check includes a National Police Check as part of its comprehensive assessment, which helps NDIS service providers evaluate an individual's criminal history and other relevant information to determine their suitability for working with people with disabilities.

As a result, an additional NPC is unnecessary unless specifically requested by the employer or for a different purpose outside the NDIS context. CARE GARDEN THERAPY PTY LTD may still request additional checks at their discretion, but this is not mandated by the NDIS guidelines when the Worker Screening Check is in place.

Status	Outcome
No Previous Offences	Position May Be Confirmed
Has Previous Offences	Position Cannot Be Obtained

The table above shows the default application outcomes depending on the offence status of the applicant. The discretion to employ individuals that prove to have committed an offence will ultimately be with CARE GARDEN THERAPY PTY LTD's Management. Applicants with Category A offences are considered serious (e.g., serious violence, sexual offences, child exploitation) and represent a significant risk to the safety and wellbeing of participants.

They are automatically disqualified from working in NDIS risk-assessed roles. Risk-assessed roles are specific positions within CARE GARDEN THERAPY PTY LTD that involve a high level of trust and direct interaction with CARE GARDEN THERAPY PTY LTD participants.

In the remaining situations, the Management must supervise the selection process to determine the applicant's suitability for jobs or placement. If CARE GARDEN THERAPY PTY LTD chooses not to employ the applicant with a police record, the Management must;

a) notify the unsuccessful applicant of the decision and the reasons,

b) provide the unsuccessful applicant with the opportunity to address the outcome, and

c) recommend that the participant has the opportunity to review the decision.

International Police Check

When hiring new workers in Australia, performing official, secure national police checks on individuals is critical. However, the results of those checks do not include criminal history outside Australia. Candidates bring new knowledge and skills because of international work experience, but they may have engaged in reportable illegal activity.

An International Police Check fills in the blanks, giving CARE GARDEN THERAPY PTY LTD the confidence needed to make smart Human Resource decisions. To allow CARE GARDEN THERAPY PTY LTD's Human Resource initiatives in providing competent and compliant services, the following are the guidelines:

a) Workers will have to present an International Police check if they have been residing overseas for more than 12 months. Potential workers need to contact the Overseas Police Force for a criminal record check.

b) Depending on the country of origin, they may not authorise permission to release the details of the applicant in question.

   i) If it is impossible to get the police check, CARE GARDEN THERAPY PTY LTD needs to document and keep a record of why their International Police Check wasn't provided.

   ii) As a last resort, workers can acquire a Statutory Declaration, inclusive of two witnesses. For the witnesses to be valid, they must have had a personal relationship with the worker while overseas.

c) An International Police Check will not be required if the individual was a minor when they were overseas.

Additional Documents

Vehicle Registration and Insurance

CARE GARDEN THERAPY PTY LTD also requests evidence of current vehicle registration and specific insurance details as part of compliance with workplace requirements and participant safety. Vehicle insurance will be required for CARE GARDEN THERAPY PTY LTD workers, particularly if they use their personal vehicle to transport CARE GARDEN THERAPY PTY LTD participants as part of their duties.

CARE GARDEN THERAPY PTY LTD workers in this situation must typically hold comprehensive car insurance or at least third-party property damage insurance. Additionally, they may need to inform their insurer that they are using their vehicle for work purposes to ensure coverage remains valid.

Working with Children Check (WWCC)

A Working with Children Check (WWCC) is a screening process used to assess an individual's suitability to work with children. It is a legal requirement in some jurisdictions and is designed to protect children from potential harm or abuse by ensuring that those who work or volunteer in child-related roles have a clean criminal record and are not deemed a risk to children.

The check typically involves a thorough background check, including a review of criminal history, employment history, and any relevant professional qualifications. Anyone who fails to pass the WWCC may be prohibited by CARE GARDEN THERAPY PTY LTD from working with children in certain roles. This check may be referred to by a different name in different states or territories:

a) **New South Wales (NSW)**: Working with Children Check (WWCC) [Remove if you do not provide services for this state]

b) **Queensland**: Blue Card Check (also referred to as Working with Children Check) [Remove if you do not provide services for this state]

c) **Victoria**: Working with Children Check (WWCC) [Remove if you do not provide services for this state]

d) **South Australia**: DCSI Screening or Working with Children Check [Remove if you do not provide services for this state]

e) **Western Australia**: Working with Children Check (WWC Check) [Remove if you do not provide services for this state]

f) **Northern Territory**: Working with Children Clearance or Ochre Card [Remove if you do not provide services for this state]

[Remove if you do not provide services for this state]

In New South Wales (NSW)/Queensland (QLD)/Victoria (VIC)/South Australia (SA)/Western Australia (WA)/the Northern Territory (NT), the relevant legislation focuses on WWCC to regulate and monitor individuals who have direct contact with children in various professional, volunteer, or caregiving capacities. It applies exclusively to roles that involve direct interactions, supervision, or the provision of services to children.

Working with Vulnerable People (WWVP) - Australian Capital Territory (ACT) [Remove if you do not provide services for this state]

The Working with Vulnerable People (WWVP) Registration is a continuous evaluation of an individual's suitability to work with vulnerable individuals. This process includes a review of national criminal record, as well as other disciplinary and law enforcement information.

It is important to remember that a nationally coordinated criminal history check provides a snapshot of criminal past, but it is only accurate as of the date of issue. There is no single national Working with Vulnerable People (WWVP) registration check and the WWVP check is not transferable between states.

In the ACT, the Working with Vulnerable People (WWVP) legislation extends its scope beyond the protection of children to include other vulnerable populations. This broader coverage ensures that individuals working or volunteering with various groups at increased risk of harm are appropriately screened and monitored for participant safety.

Registration to Work with Vulnerable People (RWVP) - Tasmania (TAS) [Remove if you do not provide services for this state]

This Registration to Work with Vulnerable People (RWVP) registration in TAS is the equivalent of the Working with Vulnerable People (WWVP) check in the Australian Capital Territory (ACT) that checks an individual's past national criminal record and covers individuals working or volunteering with vulnerable people, including children.

This Registration cannot be transferred between states and is only accurate to the date of issue. While the terminology differs from the "Working with Children Check (WWCC)" used in some other states, the RWVP in Tasmania serves the same purpose of screening individuals who work with children to ensure their suitability.

Proof of COVID-19 Vaccination

COVID-19 vaccination requirements for NIDS workers depend on the public health orders in each Australian state or territory. The NDIS Commission does not independently mandate vaccination but recognises the health directives in effect locally.

CARE GARDEN THERAPY PTY LTD workers in roles involving direct contact with participants in states or territories with vaccination requirements must meet these obligations. If a participant requires a CARE GARDEN THERAPY PTY LTD worker to be vaccinated, CARE GARDEN THERAPY PTY LTD must ensure compliance by verifying the workers' vaccination statuses and maintaining records.

Infection Prevention and Control (IPC) Certificate

All CARE GARDEN THERAPY PTY LTD workers are required to have completed an Infection Prevention and Control (IPC) training course, in line with the NDIS Practice Standards and Quality Indicators, to mitigate the spread of infections within the CARE GARDEN THERAPY PTY LTD environment(s). This training should cover the following key areas:

a) **Hand Hygiene**: Correct methods for washing hands and using hand sanitizers to reduce the spread of infections.

b) **Personal Protective Equipment (PPE)**: Proper use of gloves, masks, aprons, and other protective gear to safeguard both workers and individuals receiving care.

c) **Infection Transmission**: Understanding how infections spread, including through droplets, contact, or airborne particles.

d) **Cleaning and Disinfection**: Procedures for cleaning surfaces and equipment, with a focus on high-touch areas and common infection-prone environments.

e) **Waste Management**: Proper disposal methods for contaminated materials such as gloves and masks.

f) **Sterilisation and Contamination Prevention**: Guidelines for sterilizing medical equipment and preventing contamination in treatment areas.

g) **Outbreak Management**: Procedures to follow in the event of an infection outbreak, including isolation practices and reporting to authorities.

CARE GARDEN THERAPY PTY LTD requires refresher training for each worker every one (1) to two (2) years, to stay aligned with best practices and government guidelines. Workers and supervisors must ensure monitoring and reporting any concerns. Please refer to the *Infection Prevention and Control and Incident Management Policies and Procedures* for further relevant information.

Education and Qualifications

Resume

Aspiring and current workers to CARE GARDEN THERAPY PTY LTD must provide a current and detailed resume highlighting their education, work experience, skills, and relevant certifications. Additionally, they must submit supporting documentation for qualifications and professional references.

Incomplete submissions may result in disqualification, and all information provided will be subject to verification and proper documentation by CARE GARDEN THERAPY PTY LTD according to the *Records and Information Management and Privacy and Confidentiality Policies and Procedures*.

Diploma and Training Certificates

All potential workers must provide any verification document for their qualifications and professional registrations. Examples include:

a) Diplomas, degrees, or other higher education qualifications in allied health, social work, nursing, or relevant disciplines, where applicable to the role;

b) Certificate III or IV in Disability, Community Services, or a related field; and

c) allied health professionals registered with the Australian Health Practitioner Regulation Agency (AHPRA).

Where a qualification is needed for the job role, the original qualification must be copied, approved as a true copy of the original, dated by the delegate, and then returned to the individual. CARE GARDEN THERAPY PTY LTD will verify the certificate by exhausting external online resources such as official websites of registration and issuing institutions.

Suppose the qualification and its legitimacy are unable to be verified online. In that case, Management will approach the issuing institution specified in the certificate provided directly to check that the qualification has been completed and granted to the applicant on the date mentioned.

This requires applicants to submit diplomas and certificates with the visible name of the provider, and a corresponding transcript of records to prove other relevant qualifications for the job role. Examples for certifications that may be included in the transcripts are;

a) First Aid and CPR Certifications,

b) Manual Handling or safe lifting techniques certification, and

c) Medication Management certification.

If a role-specific certification is not included in the previous training acquired by the applicant, they are required to obtain a separate certification to to fulfil the requirement and to provide a certificate of completion or a training booking receipt, for ongoing training, of the same to the Human Resource or delegate of CARE GARDEN THERAPY PTY LTD.

Reference Checks

Aspiring and current CARE GARDEN THERAPY PTY LTD workers must provide at least two (2) professional references as part of the hiring and ongoing employment process. These references will be checked to verify the applicant’s qualifications, work history, and suitability for the role.

CARE GARDEN THERAPY PTY LTD reserves the right to contact previous employers or other referees to ensure compliance with organisational standards and to maintain the safety and quality of services provided. Applicants must supply accurate and up-to-date contact details for their referees and may be required to submit additional references if necessary.

CARE GARDEN THERAPY PTY LTD Documents

To ensure clarity, compliance, and effective workforce management, CARE GARDEN THERAPY PTY LTD establishes clear guidelines for employee roles and contractual agreements. Position descriptions define responsibilities and expectations, while employment contracts formalise the terms of engagement, aligning with NDIS regulations and Fair Work standards.

Employment Contract

All employees must sign a formal employment contract before commencing work, specifying terms such as employment type, remuneration, role expectations, and compliance with NDIS and Fair Work regulations. The contract details confidentiality requirements, workplace policies, training obligations, and adherence to professional conduct standards.

It also outlines conditions related to workplace safety, dispute resolution, and termination, ensuring mutual accountability between the employee and CARE GARDEN THERAPY PTY LTD. Contracts are legally binding and subject to periodic review to maintain compliance with evolving industry standards.

Position Description

Each role at CARE GARDEN THERAPY PTY LTD must have a detailed position description that outlines job responsibilities, reporting structures, required skills, and compliance with NDIS Practice Standards. It serves as a guide to ensure employees understand their duties, performance expectations, and professional conduct requirements.

The document must include key competencies, qualifications, ethical obligations, and any mandatory certifications such as NDIS Worker Screening and First Aid. Position descriptions are reviewed periodically to reflect legislative updates, organisational changes, or employee development needs.

Other Relevant Records

According to employment contracts, all CARE GARDEN THERAPY PTY LTD workers must inform the Management of any criminal offence they have been charged with, if any. The CARE GARDEN THERAPY PTY LTD worker must reveal any formal disciplinary measures that a current or former CARE GARDEN THERAPY PTY LTD worker may take against them.

This includes any allegations of inappropriate or unprofessional behaviour by any court or tribunal of any kind the worker has been exposed to by an employer, law enforcement agency or any institution of justice in Australia or any other country. Please refer to the *Secondary Employment Form* for any related declaration.

Workers Management and Retention

CARE GARDEN THERAPY PTY LTD's Management is responsible for providing ongoing training and development of workers, encouraging a cooperative workplace, and promoting workers and volunteers to take responsibility and use initiative. Management is responsible for mentoring and performance reviews of workers, and overseeing compliance with Human Resource policies and procedures.

Supervision, Support, and Resources for Workers

CARE GARDEN THERAPY PTY LTD ensures that workers have access to timely supervision, support, resources, and training appropriate to the scope and complexity of the supports they provide. This includes regular access to experienced supervisors, clear guidance on incident management procedures, and the tools necessary to respond effectively to incidents and emergencies including infections and outbreaks.

CARE GARDEN THERAPY PTY LTD is committed to equipping workers with the knowledge and resources needed to manage incidents and emergencies professionally and confidently, promoting a safe and supportive environment for both workers and participants.

Professional Development

CARE GARDEN THERAPY PTY LTD is committed to ensuring that workers have the essential knowledge and experience to perform their duties competently and to strengthen their skills and provide them with advancement opportunities within the organisation. Organisational and professional development information given to all workers will be held on each worker's file maintained by CARE GARDEN THERAPY PTY LTD.

Training Calendar

It is the responsibility of the Human Resource or delegate to track training and future needs in the of CARE GARDEN THERAPY PTY LTD workers and to prepare and publicise possible training and development plans using an often circulated *Training and Development Calendar*.

Each year, Managers and workers will be allowed to engage in training and development activities that will incorporate a wide range of possibilities for training, internal and external services, assistance for undertaking research, workshops, networking, coaching and mentoring courses. Where a need is recognised, training for the specific issues will be provided.

Annual Performance Reviews will encourage workers to take an involved position in identifying their training and developmental needs in consultation with Management. CARE GARDEN THERAPY PTY LTD will reflect on the consideration of covering or helping to assist with the cost of further education, training and acquiring qualifications.

Ongoing Training

CARE GARDEN THERAPY PTY LTD may require workers to complete extra training, to further their professional development to ensure CARE GARDEN THERAPY PTY LTD workers are all up to date regarding their training. Considering the organisation's needs and the workers' skills, professional advancement prospects will be provided with the fairness of access to all workers by CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD will not contribute to the cost of training if a worker wants to pursue additional education and training that is not necessary by their current position or does not apply to the requirements of CARE GARDEN THERAPY PTY LTD.

Study Leave

CARE GARDEN THERAPY PTY LTD workers may be granted study leave when required to attend assessments or examinations relevant to their role or professional growth to support professional development while maintaining effective service delivery and workplace productivity. Study leave may be provided for up to two days, considering the operational impact on service delivery.

Approval for study leave will be subject to CARE GARDEN THERAPY PTY LTD Management's discretion and contingent on the worker providing adequate notice and proof of scheduled assessments or examinations. This leave is designed to balance the needs of the individual worker with the organisation's commitment to high-quality service delivery.

Performance Assessment and Appraisal

Performance reviews will be carried out on an annual basis for all workers; it will assess the ability of workers to fulfil their role, recognise and implement the policies and procedures of CARE GARDEN THERAPY PTY LTD and present an incentive for future professional targets to be set.

Workers will be informed two (2) weeks before the date and time of their performance review by the Human Resource or delegate. A *Training Needs Self-Assessment* must be completed by a worker prior to the performance review date and brought to the interview with them.

Skill Level Matrix

The *Skill Level Matrix* outlines the competencies required at each level of service delivery, ensuring high-quality support for participants. It categorises skills into core areas such as participant care, compliance, communication, problem-solving, and leadership.

Entry-level staff focus on basic care, safety, and policy adherence, while mid-level roles require independent decision-making, advanced communication, and team collaboration. Senior staff demonstrate leadership, strategic planning, and complex problem-solving, ensuring continuous service improvement.

This *Skill Level Matrix* supports staff development by outlining clear skill progression, enabling targeted training and growth. It facilitates performance evaluation through measurable role expectations and ensures alignment with NDIS standards by promoting best practices, compliance, and high-quality participant care.

Skill Area	Beginner (Entry-Level)	Intermediate (Developing	Advanced (Highly Competent)	Expert (Leader/Specialist)

		Competency)		
NDIS Framework & Compliance	Basic awareness of NDIS principles and participant rights	Understands NDIS standards and reporting requirements	Ensures compliance, supports audits	Develops policies and strategic compliance frameworks
Person-Centred Support	Can follow care plans under supervision	Adapts support based on participant needs	Tailors plans and advocates for participant goals	Designs and implements best-practice support models
Communication & Engagement	Can communicate clearly with participants and teams	Builds rapport and manages routine participant interactions	Handles complex conversations and conflict resolution	Provides training and leadership in communication strategies
Documentation & Reporting	Can complete basic notes and reports with guidance	Manages participant records accurately and meets compliance standards	Ensures high-quality reporting and incident documentation	Develops and reviews policies for documentation accuracy
Support Coordination & Planning	Limited involvement in care planning	Assists with plan management and service coordination	Independently manages participant plans and service agreements	Leads strategic planning and service development
Risk Management & Safeguarding	Follows safety procedures under supervision	Identifies and mitigates risks in daily support	Manages incidents and ensures best-practice safeguarding	Develops and implements risk management policies
Team Leadership & Training	Works effectively as part of a team	Can mentor new staff in basic tasks	Provides formal training and mentorship	Leads organisational training programmes and workforce development

Performance Review

CARE GARDEN THERAPY PTY LTD Management will evaluate their workers' performance in the past year and take provisional notes prior to the interview date. During the interview, either the Management or the worker can request a support person to attend. Performance reviews will:

a) Review the worker’s training needs, self-assessment completed by the worker and any training that will help worker growth.

b) The strength of the worker and areas in which the worker needs improvement will be identified.

c) Identify and verify the measures to maintain, strengthen or increase productivity and establish potential targets.

d) Make changes, if necessary, to the worker's training requirements

e) Explain any specific concerns applicable to the job role and requirements of the worker.

CARE GARDEN THERAPY PTY LTD Management must complete a *Performance Review Feedback Form*, in which improvement methods are needed. The worker and the Management must complete and sign a *Performance Improvement Plan*.

After the performance review, an Individual *Training Plan* should be conducted and signed by the worker and the Management. A copy shall be provided to the worker. All documents that relate to the worker's performance reviews must be stored on their worker record and in CARE GARDEN THERAPY PTY LTD's *Disputes and Grievances Policy and Procedure* as applicable.

Disciplinary Process

Addressing misconduct is essential to maintain professionalism, compliance, and a positive organisational culture. CARE GARDEN THERAPY PTY LTD follows disciplinary procedures to ensure fairness when managing such issues. This process involves:

a) Discussion or Counselling

i) The issue is clarified, and the worker is asked to respond.

ii) They can have a person present for support.

iii) If there is misconduct, the Human Resource or delegate may inform the worker of preventive measures or provide appropriate training to help improve the worker's performance.

iv) The Human Resource or delegate will document the disciplinary session information in the misconduct report.

b) First Warning

i) If the occurrence of misconduct continues or the outcome does not improve. The Human Resource or delegate can give a first written notice.

ii) CARE GARDEN THERAPY PTY LTD will allow the worker a reasonable timeframe for progress before conducting a follow-up review.

iii) The first warning can be viewed as the final warning if the situation is critical enough.

c) Final Warning or Dismissal

i) CARE GARDEN THERAPY PTY LTD will conduct a follow-up review to check on the worker's progress since the first warning.

ii) If the problem persists, the Human Resource or delegate shall send the worker a final written warning.

iii) If the issue is not resolved, the Human Resource or delegate may take measures to dismiss the worker.

d) Formal Records

i) The Human Resource or delegate will be responsible for formal records of misconduct or non-performance reports.

Corrective Actions

These are measures taken to address and resolve issues where a worker's performance, behaviour, or compliance does not meet the expected standards. These actions aim to provide clear guidance, support, and an opportunity for improvement before more serious measures are considered. Corrective actions may include:

a) **Verbal Warning**: An informal discussion to identify concerns and set expectations for improvement. This step focuses on resolving minor issues through constructive feedback.

b) **Written Warning**: A formal written notice outlining the specific performance or conduct concerns, the improvements required, and a timeframe for achieving them. A copy of the written warning will be placed in the worker's personnel file.

c) **Performance Improvement Plan or Individual Training Plan**: A structured plan with specific goals, measurable outcomes, and deadlines to address performance issues. Support, training, mentoring, or regular feedback sessions, may accompany the plan.

d) **Needs Assessment Training**: Where necessary, workers may be provided with additional training, coaching, or resources to ensure they can meet their role requirements.

e) **Counselling or Mediation**: In cases involving interpersonal issues or minor misconduct, management may arrange for counselling or mediation to resolve concerns collaboratively.

Corrective actions will generally follow a progressive approach, meaning they will be implemented in a step-by-step manner, starting with less severe measures and escalating as necessary if the issue is not resolved. This ensures fairness and allows workers a reasonable opportunity to correct their performance or behaviour.

Penalties

Penalties are formal disciplinary measures that may be applied when corrective actions have failed, or when a worker's behaviour, performance, or non-compliance constitutes a serious breach of CARE GARDEN THERAPY PTY LTD's standards, policies, or Code of Conduct. Penalties may include:

a) **Formal Written Warning**: A serious notice issued for repeated or significant breaches of conduct or performance standards. This will detail the issue, required improvements, and consequences for further non-compliance.

b) **Suspension**: Temporary removal from duties, with or without pay, depending on the circumstances. Suspension may be applied during investigations of serious misconduct or as a disciplinary penalty.

c) **Loss of Privileges or Benefits**: Certain privileges (e.g., flexible hours, discretionary bonuses) may be withdrawn where non-compliance or misconduct occurs.

d) **Demotion**: Reassignment to a lower role, with corresponding changes to responsibilities and pay, where performance or conduct issues prevent a worker from fulfilling their current role.

e) **Termination of Employment**: In cases of gross misconduct, severe non-compliance, or repeated failures to improve, the worker's employment may be terminated in accordance with CARE GARDEN THERAPY PTY LTD's Disciplinary Policy and legal requirements.

Penalties will be proportionate to the severity and impact of the issue and will follow a fair and consistent disciplinary process. Workers will be given an opportunity to respond before any penalty is imposed.

Dismissal

Dismissal, also known as termination of employment, occurs when an employer ends a worker's contract, often due to behaviour, performance, or organisational needs. CARE GARDEN THERAPY PTY LTD must ensure that any worker dismissal follows all state and federal legislation and the worker's Employment Contract. They must ensure that the worker;

a) has been dismissed for a valid reason,

b) has been told about the issue,

   i) The standard notice requirements are outlined in the National Employment Standards (NES): www.fairwork.gov.au/ending-employment/notice-and-final-pay.

c) was given a reasonable time period to rectify it, and

d) was provided with the correct notice.

Additionally, responsibilities of CARE GARDEN THERAPY PTY LTD's Human Resource or delegate include;

a) keeping documentation of all performance reviews and records according to the proper procedures outlined in the *Records and Information Management Policy and Procedure*, and

b) determining if a misconduct is serious enough for an instant dismissal of a worker.

Reasons for Dismissal

a) **Misconduct**: This refers to behaviour or actions by an employee that violate workplace policies, standards, or laws, and can negatively affect the organisation or its stakeholders. Misconduct can be categorised into two main types:

   i) **Minor Misconduct**: Involves less serious breaches of workplace rules, such as repeated lateness, failure to meet deadlines, or unprofessional behaviour.

   ii) **Serious Misconduct**: Includes actions that significantly harm the employer's business, reputation, or safety, such as theft, fraud, harassment, violence, or breaches of legal obligations.

   iii) Examples include:

      1) Theft, fraud, or dishonesty.

      2) Physical harm, harassment, bullying, or discrimination.

      3) Breach of workplace policies, such as health and safety violations.

      4) Inappropriate or unprofessional behaviour.

b) Inability to Perform or Poor Performance: Failure to meet reasonable performance standards, key performance indicators (KPIs), or expectations outlined in their role description.

   i) Consistent underperformance despite being given opportunities, training, or support to improve.

   ii) Inability to carry out the inherent requirements of the role due to long-term illness or injury.

c) Redundancy: Dismissal may occur if the worker's role is no longer required due to operational changes, restructuring, or business downsizing.

d) Breach of Contract: Non-compliance with legal, ethical, or safeguarding standards.

   i) Failure to maintain mandatory certifications, clearances, or qualifications such as NDIS Worker Screening or infection control training.

   ii) Failure to meet legal requirements, such as holding a valid driver's licence or for first aid requirements certain roles.

iii) Loss of work permits or visas required for employment.

e) Other reasons deemed justifiable by the employer:

i) Changes in company

ii) Others

Resignation

If a CARE GARDEN THERAPY PTY LTD worker would like to resign, they must do so in the correct process, following the relevant Industrial Award. For CARE GARDEN THERAPY PTY LTD workers, this typically falls under the Social, Community, Home Care, and Disability Services Industry Award 2010 (SCHADS Award). The standard process for resignation outlines the following;

a) **Written Notice**: A formal written resignation letter is required to ensure clarity and properly maintain records.

i) **Notice Period**: Workers are required to provide a specific notice period, which depends on their length of service and employment type (e.g., full-time, part-time, or casual). These notice requirements mirror those set out in the National Employment Standards (NES):

1) Less than 1 year: 1 week's notice.

2) 1–3 years: 2 weeks' notice.

3) 3–5 years: 3 weeks' notice.

4) More than 5 years: 4 weeks' notice.

5) Workers aged over 45 with at least 2 years of service may be entitled to an extra week's notice.

b) **Employer Responsibilities**: CARE GARDEN THERAPY PTY LTD must process the final pay, including unused annual leave entitlements, within the designated timeframes under Fair Work laws.

c) **Casual Employees**: Casual workers usually are not required to give notice unless stated in their employment contract.

d) **Award-Specific Conditions**: Certain provisions around resignation may also exist in enterprise agreements or employment contracts, which could complement the SCHADS Award guidelines. For further details, workers may consult the SCHADS Award and relevant Fair Work Act regulations to ensure compliance with resignation processes.

Quality Management

Training and Development

As part of the Quality Management System, CARE GARDEN THERAPY PTY LTD ensures ongoing training and development to maintain workers' skills, knowledge, and compliance with NDIS standards. Workers receive regular opportunities for professional development, with training records monitored to support continuous improvement and service quality.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedure from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families, carers, and workers every year. All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Staff Code of Conduct
- Governance - Employment & Risk-Assessed Roles Register
- Risk Management Plan
- HRM - Secondary Employment Declaration Form
- HRM - Staff Training Plan
- HRM - Staff Training Needs Self-Assessment
- HRM - Training and Development Calendar
- HRM - Staff Performance Review
- HRM - Performance Review Feedback Form
- HRM - Performance Improvement Plan
- Disputes and Grievances Policy and Procedure

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 3.2 Staffing and Continuity of Supports Policy and Procedure

Purpose

The Staffing and Continuity of Supports Policy and Procedure is implemented to ensure service delivery is continued within CARE GARDEN THERAPY PTY LTD for participants during emergency situations. This is implemented alongside a range of policies, procedures and key plans.

CARE GARDEN THERAPY PTY LTD establishes many protocols and measurements that all relevant personnel shall follow to ensure CARE GARDEN THERAPY PTY LTD's objectives, goals, care, and services are at optimal quality and are being met. It creates succession measures in order to continue to carry out the required care, services and operations of CARE GARDEN THERAPY PTY LTD.

Equally important is to ensure that CARE GARDEN THERAPY PTY LTD employs the correct, appropriate, and adequate personnel to deliver the finest care and services to all participants even during support interruptions. CARE GARDEN THERAPY PTY LTD aims to provide the required training and ensures all personnel are qualified and competent to deliver care and services to individuals.

Scope

This Policy and Procedure includes discussion regarding particular succession and staffing principles and procedures to be followed by the Management and workers of CARE GARDEN THERAPY PTY LTD. All provisions in this Policy and Procedure extend to all employees and meet relevant laws, regulations, and standards.

Definitions

Authority – The power or right to give orders, make decisions and enforce obedience.

Delegate – A person chosen or elected by a group to speak, vote, etc. for them, especially at a meeting or to entrust (a task or responsibility) to another person, typically one who is less senior than oneself.

Flexible Working Arrangement – This involves a change in the way an employee works, such as a change to the employee's ordinary hours of work, place of work or contract of employment.

Pension Plan – This is a retirement plan that requires an employer to make contributions to a pool of funds set aside for a worker's future benefit wherein the pool of funds is invested on the employee's behalf, and the earnings on the investments generate income for the worker upon retirement.

Personnel – People employed in an organisation or engaged in an organised undertaking.

Roster – A list of people's names, often with the jobs they have been given to do or the days and times they are required to work.

Responsibilities

Management

- Assure confidence and practical measures during support interruptions including emergencies and disasters throughout CARE GARDEN THERAPY PTY LTD.
- Implement executive decisions during emergencies and disasters as applicable to ensure the continuity of quality supports to participants.
- Ensure that current policies and procedures are in line with regulatory, stakeholder, and internal requirements and risks.

Human Resource or Delegate

- Create and distribute all rosters promptly.
- Ensure all shifts are distributed fairly and evenly between workers.
- Amend rosters and changes in the availability of workers when made aware.
- Adhere to all requests for leave and flexible work arrangements submitted by workers, where deemed appropriate.
- Maintain training throughout CARE GARDEN THERAPY PTY LTD to help ensure that the quality of supports delivered to participants are consistent throughout their service agreement.
- Inform all personnel of current rules and regulations that are relevant to CARE GARDEN THERAPY PTY LTD’s staffing and succession policies and procedures.

Worker

- Notify the HR Manager or delegate if an availability change has occurred.
- Ensure all shifts are completed by the assigned person unless there is a change of circumstances.
- Ensure the correct amount of notice was given when requesting leave.
- Attend all education and training programmes including emergency and disaster management programmes.
- Apply all new and existing skills when delivering care and services.

- Notify or request additional training if they feel it is needed.

Policy

CARE GARDEN THERAPY PTY LTD upholds appropriate processes and plans to guarantee business and service continuity for participants, especially during emergencies and times of hardship to ensure continuity of critical support during disruptions, including developing individual emergency response plans with each Participant, coordinating with emergency services as required, regularly reviewing and updating these plans with Participants and their support networks, and training staff in emergency procedures relevant to their roles. CARE GARDEN THERAPY PTY LTD considers any disturbances or unavoidable discontinuations that occur that arrangements are in place for participants to continue supports along with the participant and their family's consent.

The organisation ensures daily operations are managed efficiently to prevent service disruptions, maintaining continuity of support, particularly during participant transitions into or out of the organisation.

CARE GARDEN THERAPY PTY LTD fulfils the requirements that ascertains quality and quantity of workers, contractors, and other services to meet the needs of participants in all situations. Furthermore, it initiatives to train the staff correctly and inform them on participants' requirements in order to meet the participant's needs.

Procedures

Staffing

CARE GARDEN THERAPY PTY LTD understands the importance of finding strategies and ambitions to maintain optimal skills and qualifications of all relevant personnel, as well as delivering the most quality care and services to participants. CARE GARDEN THERAPY PTY LTD ensures all service and care toparticipants are carried out with integrity and quality and acknowledges the importance of recruiting personnel with previous skills and experiences.

Although having prior knowledge to deliver care and services is ideal, CARE GARDEN THERAPY PTY LTD strives to offer adequate training and education programmes to help develop further skills. CARE GARDEN THERAPY PTY LTD will only allow personnel who are competent in relevant fields to conduct any care and services to participants.

CARE GARDEN THERAPY PTY LTD adopts the proper staffing procedures to enable all care and services to be delivered by skilled and qualified personnel even during service interruptions. CARE GARDEN THERAPY PTY LTD also understands the importance of providing education and training to workers regarding continuity of supports.

Shifts and Rosters

CARE GARDEN THERAPY PTY LTD will give equal opportunity for all personnel to allow an equal sharing of shifts and duties that are by availability. The roster may be changed to ensure all participants' care and services are adhered to.

The Human Resources (HR) or delegate(s) will be responsible for creating, distributing and maintaining the roster of all personnel. HR will advise workers on ways in which they can access their personally assigned roster. It is essential that each roster created is both visible and accessible to the worker and HR.

Leaves

Workers are entitled to make changes to their current availability. They are also enabled to adjust the roster; however, this may be upon request and is approved by HR. If a worker cannot attend a shift, HR or delegate(s) must be notified a minimum of two hours before the shift.

This is to ensure that an alternative individual is contacted and will be able to perform the necessary care and services to the participant. This approach minimises disruptions to service delivery and ensures the participant's safety, comfort, and continuity of care.

Planned and Unplanned Leave

It is the responsibility of the worker to make alternative arrangements if they are notifying CARE GARDEN THERAPY PTY LTD multiple days prior. If there is no success in looking to find an individual to cover a shift, then they are to seek the help from HR. Suppose the authorised personnel find that the reasoning for the individual who is requesting not to attend a shift is inappropriate, it is the discretion of HR to reject the change in shift.

If a worker has become unavailable and is absent from their designated shift, then an alternate person with equivalent or greater skills and qualifications will be contacted. This is to ensure that all participants of CARE GARDEN THERAPY PTY LTD are still receiving adequate and quality care and services.

Types of Leave

Like any individual who is employed, a support worker is entitled to leave in accordance with their contract. A support worker is eligible and entitled to many different types of leaves. These types of leave include:

a) Annual Leave

b) Sick Leave

c) Leave Without Pay

d) Study Leave

e) Long Service Leave

f) Maternity/Paternity Leave

g) Compassionate Leave

Flexible Arrangements

Change Request

Change to an individual's circumstance may result in their request for Flexible Work Arrangements. Flexible working arrangements are the set and agreed working hours a person is entitled to when having full or part-time employment for the previous 12 months.

An individual seeking to amend their agreed working contract may be due to parental responsibilities (maternal/paternal leave), change in health and well-being, or experiencing mental or family violence issues.

Workers can submit a request for Flexible Work Arrangement to HR or other authorised personnel if they are experiencing changes in their personal life that impacts their commitment to CARE GARDEN THERAPY PTY LTD. When completing a request form, they must specify and include the following information and provide to CARE GARDEN THERAPY PTY LTD's HR:

a) The reasoning in which the individual is requesting a change to their existing work arrangements.

b) The current hours and term of employment the individual had at the time, as well as the new distinguished hours they were aiming to obtain.

c) If there are any new locations of work (if relevant).

Once an application for a request for flexible working arrangements has been submitted, CARE GARDEN THERAPY PTY LTD's authorised personnel is expected to provide an answer within 21 days of the request.

The authorised personnel will then review and discuss the request with CARE GARDEN THERAPY PTY LTD's CEO/ Director. They will then examine all possibilities and outcomes that this may cause to the operations of CARE GARDEN THERAPY PTY LTD. It is essential that both the CEO/ Director and authorised personnel review the application fairly and are not discriminating against that individual if a conflict of interest has occurred.

Once the outcome of the request has been determined, the authorised personnel who received the request will contact the individual through a written and verbal form. If the application was denied, the reasoning behind not being accepted must be explained to that individual.

Unapproved Request

While CARE GARDEN THERAPY PTY LTD aims to provide fair and equal opportunity for all requests for change of their workers, applications may be denied for various factors. CARE GARDEN THERAPY PTY LTD's CEO/ Director and HR or Delegate will decide the outcome of all requests.

The refusal of the request will be formally communicated to the applicant. Below are some of the reasons why CARE GARDEN THERAPY PTY LTD's authorised personnel may choose to deny a request; however, this list is not exhaustive:

a) Unavailable vacancies to enable the change of working arrangements.

b) Poor performance of an individual.

c) The new arrangements would have an effect on CARE GARDEN THERAPY PTY LTD's financial situation.

d) Have not given sufficient time to amend current working arrangements.

e) Create a significant impact on other workers at CARE GARDEN THERAPY PTY LTD.

Appeal of Denied Request

In the event a person has been denied an application for a request for flexible working arrangements, then a letter can be created and submitted by the unsuccessful applicant. This will occur if the individual does not believe that the outcome of their request was reasonable and fair.

A formal letter must be submitted to the CEO/Director and the HR department for consideration. However, the initial decision on whether to permit an appeal will be determined solely at the discretion of the CEO/Director.

Under the Fair Work Act 2009 (Cth), an infringement of standards and regulations will be present if the conditions mentioned above have not been adhered to. Workers may be expected to advise and prepare for legal involvement if they have been adhered to.

Workers may be expected and recommended to prepare for involvement if they passionately believe their application was not considered appropriate or they have been discriminated against, with reasonable evidence or supporting facts.

Individuals who have any enquiries regarding information on worker benefits or disputes are encouraged to contact the Fair Work Ombudsman, who can provide guidance, support, and assistance in resolving their concerns.

Fair Work Ombudsman Contact Number: 13 13 94

Fair Work Ombudsman Website: https://www.fairwork.gov.au/about-us/contact-us/call-us

Personnel that have become successful after appealing their initial application for flexible work arrangements will then provide the time in which they wish to proceed with the new working arrangements.

Secondary Employment

CARE GARDEN THERAPY PTY LTD requires all workers to disclose details of any secondary employment using the Secondary Employment Form to ensure transparency and assess potential conflicts of interest. This includes the nature of the secondary role, the organisation involved, and the expected hours of work.

CARE GARDEN THERAPY PTY LTD maintains this information as part of the worker's records in the Employment and Risk Assessed Roles Register and regularly reviews it to ensure that secondary employment does not impact the worker's ability to perform their duties or pose any risks to participants or the organisation.

Overtime Hours

All workers of CARE GARDEN THERAPY PTY LTD are entitled to overtime rates in accordance with their employment contract. Each working arrangement identified below outlines the eligibility for receiving overtime rates. Overtime must be pre-approved by management to ensure compliance with operational needs and budgetary guidelines.

Full-Time Workers

Full-time workers will receive pay for the additional number of hours they worked that was out of their ordinary set hours, as stated and agreed upon in their contract. Any overtime payments will align with applicable employment laws, industrial awards, or enterprise agreements governing the worker's terms and conditions.

Part-Time Workers

Part-time workers are entitled to overtime rates if they have exceeded the optimal amount of regular working hours. However, if they have worked greater than their agreed hours but less than a full–time worker's hours, they will not be granted the overtime rates.

Casual Workers

Casual workers are entitled to overtime rates when completing hours greater than their scheduled shift. CARE GARDEN THERAPY PTY LTD's HR or authorised personnel will be responsible for permitting overtime for all workers. If overtime was not authorised for an individual, then the workers must not proceed to work the additional hours.

Any casual support worker who conducts any shift work that is more than 4 hours is entitled to take a break. Regarding workers who are doing overtime shifts, a 20-minute paid leave every 4 hours will be granted.

If a person is required to work as a last-minute request, they must receive a minimum of 2 hours of work. If CARE GARDEN THERAPY PTY LTD fails to abide by this protocol and does not offer the 2 hours' worth of work to that individual, they will receive 2 hours of paid overtime.

Shortage of Workers

Extending or Reducing Work Hours

CARE GARDEN THERAPY PTY LTD's Human Resources Manager or Delegate possess the duty and authorisation to extend and reduce scheduled work hours where it is necessary. In common cases, this may result due to a shortage of workers or unforeseen events. If a worker is required to extend their initial work hours, then they are only permitted to work a total of 12 hours.

However, CARE GARDEN THERAPY PTY LTD understands the physical and mental impact that working long shifts may have. CARE GARDEN THERAPY PTY LTD will ensure to consider the factors of fatigue and safety issues for working the necessary extended hours.

Additional breaks will be assigned to those working prolonged shift work. However, in some circumstances, workers may be required to conduct a shorter shift. Examples of these circumstances are injury or illness, natural disasters or severe weather.

Exit of Workers

Preparing and enforcing a succession measure is part of the overall strategy of building a sustainable workplace that provides opportunities to increase internal skills. CARE GARDEN THERAPY PTY LTD must be prepared if essential workers leave the organisation.

When a worker exits the organisation, a structured process will be followed to ensure minimal disruption to the delivery of supports. The departing worker must provide sufficient notice as outlined in their employment agreement, allowing time for proper transition planning.

Owner/CEO/Director or delegate will oversee the handover of tasks, ensuring all participant-related information, documentation, and responsibilities are transferred to designated team members or replacements. This process prioritises the continuity and quality of supports for participants, safeguarding their experience and well-being.

CARE GARDEN THERAPY PTY LTD will also conduct an exit interview with the departing worker to gather feedback for continuous improvement. Any outstanding training records, compliance documentation, or organisational assets must be returned and verified.

A handbook should be used as a guide when describing the prospect of an individual terminating their employment. This may also incorporate potential pension agreements, plans, or any other relevant details that have been collected by that individual through the duration of their employment.

The transition period will be closely monitored, and where necessary, temporary or permanent staff will be assigned to fill any gaps. By implementing these steps, the CARE GARDEN THERAPY PTY LTD ensures the seamless delivery of services and mitigates any risks associated with the exit of workers.

Succession

CARE GARDEN THERAPY PTY LTD adheres to the provider's responsibilities in the participant's service agreement, ensuring continuous service delivery. Supports will be provided as agreed, in compliance with all relevant laws, including the Australian Consumer Law and the NDIS Act 2013.

The Owner/CEO/Director will establish and periodically review the succession procedures for all relevant workers to build a secure workplace for CARE GARDEN THERAPY PTY LTD. The succession protocols should be done sequentially to ensure all areas are covered and attended to.

Continuity of Participant Supports

Step 1: Identify Key Workers and Main Roles

The first step when organising a succession would be to find and analyse CARE GARDEN THERAPY PTY LTD‘s principal roles and set of skills currently in place. Consideration should be taken into account of significant positions, ranges or capabilities and requirements of CARE GARDEN THERAPY PTY LTD. Then the CEO/ Director and authorised personnel will identify high-potential workers ready to take on vital roles.

Once all have been identified of the potential candidates and required capabilities to replace absent personnel, services and initiatives are developed and introduced that will support potential workers. The succession measures that are established by CARE GARDEN THERAPY PTY LTD‘s authorised personnel must be in accordance with and reflect the Business Strategic and Operation Plan.

The Succession Plan should outline succession agreements for key roles and high-potential workers. It should also include retirement plan age ratios, key performance reviews, and opportunities for coaching to support workforce development.

When identifying main roles for succession, it is important to detect all aspects of positions for each of CARE GARDEN THERAPY PTY LTD‘s areas of work where planned replacement action is needed. This should not be utilised as an established plan to assign alternative personnel for each available role. This should also specify the timeframe in which the individual is expected to become permanently absent from their role.

Step 2A: Complete Participant Individual Risk Assessments

As part of its commitment to service continuity, CARE GARDEN THERAPY PTY LTD ensures that individual risk assessments consider how heavily participants rely on its services to meet daily living needs, identifying key areas of support and potential impacts of service disruptions.

This includes evaluating how essential supports such as personal care, medication management, or mobility assistance contribute to participants' daily functioning and independence. Risk assessments also examine the potential impact on participants' health and safety if these services were disrupted.

CARE GARDEN THERAPY PTY LTD identifies and plans for strategies to mitigate risks associated with service interruptions, ensuring that participants' wellbeing is prioritised and alternative arrangements are in place to minimise disruptions. Please refer to the *Risk Management Policy and Procedure* for more information regarding risk assessments and procedures.

Step 2B: Select Role Replacement from Prospects

After identifying the main roles that are required, the next action of the succession plan would recognise potential candidates to fulfil the required position of CARE GARDEN THERAPY PTY LTD. Firstly, the CEO/ Director should consider prospective candidates who can fill the position in a range of time frames (instantly and within the duration of one to three years).

Depending on the identified prospective candidates, decide the type and extent of the development or balanced recruiting activity needed. If there are no substitutes, internal recruitment may be appropriate. If accessibility to applicants is minimal, a separate recruitment replacement approach should be developed for the job.

Authority Delegation in the Absence of Key Members

All workers will receive rosters to outline the duties and services expected to be carried out by participants. CARE GARDEN THERAPY PTY LTD's Human Resource Personnel will be the first point of contact if an individual is unable to attend to their designated shift or is requesting cannot attend to their designated shift or requests any type of leave.

CARE GARDEN THERAPY PTY LTD has a system in place to delegate responsibilities and authority to the next suitable person in the absence of a usual position holder in case of planned or unexpected leave. The members who are given the authority must be suitably qualified and have the ability for the role given to them. CARE GARDEN THERAPY PTY LTD will ensure that these contractors and service providers;

a) have correct checks such as a Police Check, NDIS Worker Screening Check and, if needed, a Working with Children's Check,

b) are suitably trained and qualified;

c) have been inducted into CARE GARDEN THERAPY PTY LTD's services, and

d) have been provided with the correct information on the participants that they understand and are able to meet their needs.

If this cannot be obtained 'In-House', CARE GARDEN THERAPY PTY LTD can outsource a suitable third party if required. The third-party proprietor is responsible for checking that contractors and other temporary replacement staff have;

a) undergone mandatory criminal history checks,

b) appropriate qualifications (where necessary) to deliver the service and have been inducted to deliver services on CARE GARDEN THERAPY PTY LTD's behalf,

c) developed cooperative service-continuity plans with other local service providers, and

d) re-assessed co-operative service-continuity plans with other local service providers and liaise with them to make improvements to CARE GARDEN THERAPY PTY LTD's succession procedures.

This is a quick list of delegations of authority for CARE GARDEN THERAPY PTY LTD:

Role Description	Current Key Personnel	Delegated Authority
[Title]	[Name]	[Name]
[Title]	[Name]	[Name]
[Title]	[Name]	[Name]

Appointment Changes

Appointments will be scheduled with the participant before the service is provided, and the participant must be given a minimum of 48 hours' notice if changes are going to occur to the service delivery, along with consent from the participant and their family. Emergencies may be sudden and can be unavoidable, which may reduce the time of notice.

Emergency and Disaster Management

CARE GARDEN THERAPY PTY LTD's *Emergency and Disaster Management Policy and Procedure* ensures service continuity during crises like extreme weather, natural disasters, or other disruptions. It includes risk mitigation, clear emergency protocols, and strategies to manage uncertainty.

CARE GARDEN THERAPY PTY LTD is committed to maintaining essential supports for participants during crises by identifying potential risks to service delivery, allocating resources effectively, and ensuring staff are trained to respond swiftly and appropriately. These measures aim to minimise

disruptions, prioritise participant safety, and uphold the CARE GARDEN THERAPY PTY LTD's commitment to reliable, high-quality supports.

Step 3: Assess Training Requirements

If prospective workers require significant growth, a development system should align with their performance review. If sufficient short- and long-term replacements exist, no action may be needed. Workforce strategies will support CARE GARDEN THERAPY PTY LTD's goals and ensure effective future hiring.

Once both identifications of main roles and potential candidates have been depicted, the next stage of the succession planning process is to establish strategies for development, creating teaching management and technical skills for the individual who will pursue the required position.

The required mentoring and coaching will be implemented for that individual to ensure they are ready to take on the role. Lastly, providing additional skills, self-confidence building tasks and arranged on-the-job training for the selected personnel.

Continuity of Business Operations

CARE GARDEN THERAPY PTY LTD's operations can face interruptions from various risks, including natural disasters like floods, fires, and earthquakes, which can damage infrastructure and disrupt service delivery. Similarly, pandemics or health crises can lead to staff shortages, safety risks, and operational slowdowns, highlighting the need for resilient planning and crisis management strategies.

Cybersecurity breaches, such as hacking or data theft, pose significant risks to sensitive information and technology-dependent processes, while supply chain disruptions can hinder access to essential goods and services. Additionally, workforce challenges, including turnover, staff shortages, or burnout, can directly affect service quality and organisational efficiency.

Operational risks also arise from infrastructure failures, such as equipment breakdowns or power outages, and regulatory changes that demand immediate adjustments to ensure compliance. Financial instability, caused by cash flow problems or funding cuts, can further threaten business continuity if not properly managed.

Participant-specific emergencies, such as unforeseen crises or increased demand, can strain resources, while reputation risks from negative publicity or complaints may impact trust and service uptake. Addressing these risks through proactive planning and mitigation ensures CARE GARDEN THERAPY PTY LTD remains adaptive and operational during interruptions.

Business Strategic and Operational Plan

CARE GARDEN THERAPY PTY LTD's Business Strategic and Operational Plan should be utilised when developing a Succession Plan. It outlines the present and future goals and objectives that CARE

GARDEN THERAPY PTY LTD strives to achieve over a fixed term. The Plan outlines both short-term and long-term goals for CARE GARDEN THERAPY PTY LTD:

a) Short-term goals focus on increasing participant inclusion and satisfaction, expanding market reach through partnerships with NDIS support coordinators, and maintaining high service quality through skilled staff recruitment and training.

b) Long-term goals aim to enhance market share, balance profitability with investments in services, ensure high staff satisfaction through training and support, and build a strong reputation based on service standards and community engagement.

The Plan details the;

a) governance structure of CARE GARDEN THERAPY PTY LTD, highlighting the importance of qualified management and clearly defined responsibilities, and

b) the need for a documented system of delegated authority, proactive management of conflicts of interest, and continuous improvement in management practices to ensure effective service delivery and accountability.

The final section of the Plan discusses the;

a) mechanisms in place for monitoring management performance and addressing individual issues, and

b) the commitment to continuous improvement through feedback and evaluation, ensuring that CARE GARDEN THERAPY PTY LTD remains responsive to the needs of participants and stakeholders while upholding high standards of service delivery.

Business Continuity Plan

This is a comprehensive framework designed to ensure that CARE GARDEN THERAPY PTY LTD can maintain its operations and support services during emergencies or disruptions. This document outlines the strategies, resources, and responsibilities necessary for effective recovery and continuity.

a) It articulates the purpose of the plan, which is to establish a structured approach for activating resources and maintaining service delivery during emergencies, thereby safeguarding the interests of participants.

b) A critical section of the plan identifies potential risks that could threaten business continuity, such as natural disasters or critical incidents. It details the likelihood and consequences of these risks, along with the treatments and backup plans in place to mitigate their impact, ensuring that CARE GARDEN THERAPY PTY LTD is prepared for various scenarios.

c) The plan highlights the critical operational requirements essential for business functions, including key personnel, suppliers, and systems. It outlines protection strategies and immediate

actions to restore these requirements swiftly in the event of disruption, ensuring minimal impact on service delivery.

d) It includes a review of insurance policies that cover business continuity risks, detailing coverage and exclusions. Additionally, it describes strategies to protect physical assets, such as security measures and maintenance schedules, to reduce vulnerability to damage.

e) The plan emphasises the importance of participant support and staff training in effective waste management and cross-skilling. It identifies roles that require specific skills and training to ensure that staff can fill critical positions if needed, promoting resilience within CARE GARDEN THERAPY PTY LTD.

f) The document outlines recovery support contacts and includes an impact assessment table to evaluate the effects of emergencies on business operations. This section helps in planning recovery steps and resources needed to facilitate a swift return to normalcy.

g) It provides a framework for documenting insurance claims, including contact details and follow-up actions. This ensures that CARE GARDEN THERAPY PTY LTD can efficiently manage claims and recover financially from disruptions, reinforcing its overall resilience.

Disciplinary Action

Any worker of CARE GARDEN THERAPY PTY LTD who fails to comply with the policies and regulations related to staffing and succession, as outlined by CARE GARDEN THERAPY PTY LTD, will face disciplinary action in accordance with the *Human Resource Management Policy and Procedure*. This may include warnings, performance reviews, retraining, or other corrective measures, depending on the severity of the breach.

Quality Management

Development and Performance Review

The performance and development review should include individual development schemes. Care must be taken to ensure that possible successors are not required to be appointed to the main role. It will follow the normal competitive and merit-based hiring and promotion procedures.

As part of succession planning, CARE GARDEN THERAPY PTY LTD offers equal opportunities for all workers and fosters gender-equal opportunities. The Owner/CEO/Director formally reviews and changes the Succession Plan every financial year or during moments of significant and unexpected change.

Continuous Improvement

CARE GARDEN THERAPY PTY LTD may make changes to this Policy and Procedure from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families and careers and workers annually.

All service planning, delivery, and evaluation activities will actively involve workers, participants, and other relevant stakeholders, ensuring their input and feedback are considered at every stage. This collaborative approach helps to ensure services are aligned with the needs and expectations of all parties, fostering continuous improvement and better outcomes for everyone involved.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Human Resource Policy and Procedure
- HRM - Delegation of Authority
- HRM - Secondary Employment Form
- Governance - Employment Risk Assessed Roles Register
- Governance - Business Continuity Plan
- Governance - Business Strategic and Operational Plan
- Emergency and Disaster Management Policy and Procedure
- Emergency and Disaster Management Plan
- Participant - Personal Emergency Preparation Plan
- Risk Management Policy and Procedure
- Participant - Risk Assessment Form

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 3.3 Return to Work Policy and Procedure

Purpose and Scope

The Return-to-Work Policy and Procedure specifies the correct and adequate protocols to which all personnel of CARE GARDEN THERAPY PTY LTD must adhere when returning to work.

This Policy and Procedure will only apply to the individuals who have sustained or suffered injuries or illnesses resulting from actions carried out by a worker in conjunction with the venture and service of CARE GARDEN THERAPY PTY LTD.

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Sustainable	Continuing for an extended period or without interruption.
Injury	An instance of being injured.
Duty of Care	A moral or legal obligation to ensure the safety or well-being of others.

Policy

CARE GARDEN THERAPY PTY LTD strives to assist and comfort all relevant personnel and their participants. Where deemed appropriate, CARE GARDEN THERAPY PTY LTD is committed to aiding workers who have fallen sick or have sustained injuries while conducting tasks and duties of CARE GARDEN THERAPY PTY LTD. CARE GARDEN THERAPY PTY LTD will assess the needs of the injured or ill employee by establishing, implementing and monitoring the return-to-work service through consulting with the employee, the appointed doctor, the relevant staff and the compensation insurance provider for our workers.

CARE GARDEN THERAPY PTY LTD‘s priority and care must ensure that all participants, workers, volunteers and other relevant personnel are safe from all potential injuries and illnesses where applicable. Where a worker is returning to work from a sustained injury or illness, CARE GARDEN THERAPY PTY LTD will commit to the assistance of resuming their care and services.

The first aspect that must be completed for CARE GARDEN THERAPY PTY LTD is to provide job compensation insurance details, including the procedures and which certified occupational recovery

service can be employed and if an additional medical examination is needed to return to work. It is the responsibility of CARE GARDEN THERAPY PTY LTD to provide an appropriate alternative to work duties, as this becomes an integral part of rehabilitation development.

It is important that CARE GARDEN THERAPY PTY LTD is not to terminate a worker if they have become unable to perform work-related tasks and services within six months of sustaining the injury or illness. CARE GARDEN THERAPY PTY LTD‘s CEO/ Director or authorised personnel must create and review an Accident Management Plan for the affected individual. The reason for establishing an Accident Management Plan is to ensure all the required and necessary medical treatment is continuously applied at the time in which the injury was obtained.

CARE GARDEN THERAPY PTY LTD‘s Management is solely responsible for providing workers with relevant information regarding injuries and returning to work protocols.

Procedure

CARE GARDEN THERAPY PTY LTD implements the Return-to-Work Procedure to ensure the correct measurements are taken, as well as the appropriate actions are made when allowing an individual to revisit previous duties.

Workers Re-Commencing Work

CARE GARDEN THERAPY PTY LTD will assist workers who are medically unable to return to their pre-injury tasks by exploring alternative work in CARE GARDEN THERAPY PTY LTD. Fulfilling duties that could potentially further injure workers is harmful and dangerous to the worker. Therefore CARE GARDEN THERAPY PTY LTD utilises an alternative approach to duties to ensure workers do not make their injuries worse or sustain ongoing and permanent damage.

CARE GARDEN THERAPY PTY LTD‘s Management will arrange an appropriate person to explain to the injured worker the return-to-work process. Should the situation arise where the injured worker has sustained damaging injuries, and they are unable to commence work with CARE GARDEN THERAPY PTY LTD for a prolonged amount of time, CARE GARDEN THERAPY PTY LTD‘s Management will assist them in alternative processes and opportunities such as WorkCover.

A Return-to-Work Plan will be established and will specify the correct actions that will be made for that individual to presume the duties of CARE GARDEN THERAPY PTY LTD. The Return-to-Work Plan will include opportunities for alternative duties, tasks and potentially altered hours. The plan will be endorsed by a doctor or a relevant rehabilitation provider.

Settlements of Conflicts

There may be circumstances in which the affected individual is experiencing difficulties with their newly arranged duties or is not in agreement with their assigned Return to Work Plan. If this situation is

present, CARE GARDEN THERAPY PTY LTD is committed to assisting the injured individual and their chosen representative. This is to ensure that all disagreements and differences of opinion are attended to and resolved. If, however, the issues are unable to be resolved, then it will be encouraged to seek advice and assistance from the doctor of that individual, rehabilitation services and insurance agents.

Tasks and Duties

Where a worker cannot resume previous tasks and duties, alternative arrangements will be determined. The CEO/ Director and/or authorised personnel will be the only individual who can arrange suitable alternative tasks. Once these duties have been established, a Return-to-Work Plan will be created for that individual.

Although the Return-to-Work Plan will be created by CARE GARDEN THERAPY PTY LTD‘s CEO/ Director or authorised personnel, the actions must be in accordance with the medical advice and evidence of that individual's doctor.

Many aspects should be considered when appointing suitable duties to the returning worker who was previously injured. Altered or specific duties, tasks and activities should include different hours in which the individual was not performing initially, as well as conducting different tasks and duties of CARE GARDEN THERAPY PTY LTD. Upon consulting with all relevant parties, these responsibilities will be defined and stated in writing and frequently checked.

Injury, Incident and Accident Management

Where a worker has sustained injuries, CARE GARDEN THERAPY PTY LTD must be immediately notified. Management must ensure that, as soon as possible, the wounded person gets medical treatment.

The incident will be recorded and documented, and stored in CARE GARDEN THERAPY PTY LTD‘s files. It is the responsibility of CARE GARDEN THERAPY PTY LTD‘s authorised personnel to consult with the specialist appointed by the injured employee who is responsible for managing the injury appropriately. They will then ensure that the injury is reported to the relevant state body, such as Worksafe, within a duration of 48 hours of the incident.

Supporting Documents

- Human Resources Policy and Procedure
- Work Health and Safety Policy and Procedure
- Staff Code of Conduct
- Fairness, Prejudice and Workplace Harassment Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers annually.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

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1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 3.4 Workers Code of Conduct Policy and Procedure

Purpose and Scope

The Code of Conduct outlines how we will deliver our services to CARE GARDEN THERAPY PTY LTD‘s participants and the measures we will implement to ensure the satisfaction and well-being of all participants. The purpose of this Code of Conduct is to ensure that the standards of ethics designed by the Owner/CEO/Director are implemented thoroughly throughout CARE GARDEN THERAPY PTY LTD‘s framework and operations. This is done to ensure all workers of CARE GARDEN THERAPY PTY LTD are treated in a way that reflects these standards of ethics.

The standards of ethics should reflect CARE GARDEN THERAPY PTY LTD‘s overall purpose, philosophy, values and legal requirements. These standards will be adhered to and implemented by all workers of CARE GARDEN THERAPY PTY LTD to ensure a consistent and effective Code of Conduct is enforced.

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Harassment	Illegal behaviour towards a person that causes mental or emotional suffering, which includes repeated unwanted contacts without a reasonable purpose, insults, threats, touching, or offensive language.
Integrity	The quality of being honest and having strong moral principles.
Unauthorised	Not having official permission or approval.

Policy

The organisation is focused on being a leading provider and creating a safe, secure and productive workforce. CARE GARDEN THERAPY PTY LTD takes pride in the professional skills of its workers and the ability to meet participant and other stakeholder needs. This policy and procedure are relevant to all workers and participants at CARE GARDEN THERAPY PTY LTD.

Owner/CEO/Director Responsibilities

The Owner/CEO/Director must initially consider their desired standards of ethics and the way these standards will be implemented within CARE GARDEN THERAPY PTY LTD's framework and operations. It is their responsibility to ensure that the Code of Conduct is equally enforced across all workers and key stakeholders.

It is also the responsibility of the Owner/CEO/Director to effectively manage breaches or violations of the Code of Conduct, determining the consequences on a case-by-case basis, accordingly. Management may assist in managing breaches of compliance if required.

Management Responsibilities

Management of CARE GARDEN THERAPY PTY LTD is responsible for enforcing, supervising, and complying with the Code of Conduct. Management is encouraged to understand the standards of ethics set out by the Owner/CEO/Director and aim to enforce the standards within their operations to achieve this to a high standard.

In addition, Management is required to review this policy and procedure annually to ensure it is in accordance with regulatory standards and legislation.

As previously stated, Management of CARE GARDEN THERAPY PTY LTD may assist the Owner/CEO/Director with any breaches or violations of this Code of Conduct.

Worker Responsibilities

All workers of CARE GARDEN THERAPY PTY LTD are responsible for understanding the standard of ethics they are required to reflect and implement within their work practices. CARE GARDEN THERAPY PTY LTD and its workers recognise the importance of complying with the Code of Conduct and will ensure to behave in a manner that reflects the standards of ethics.

Procedure

Ethical Responsibilities

CARE GARDEN THERAPY PTY LTD recognises the importance of ensuring the health, safety and security of all workers, participants, stakeholders, and other relevant personnel. CARE GARDEN THERAPY PTY LTD will ensure to adhere to their ethical responsibilities to maximise the health, safety, and security of all persons.

To be considered an ethically responsible person, workers must not partake in actions, behaviours or activities that are deemed or considered:

- Harassment
- Discriminatory
- Sexual Harassment
- Bullying
- Misconduct
- Violent or Disorderly conduct

All workers of CARE GARDEN THERAPY PTY LTD must also ensure co-workers, participants, stakeholders or other relevant personnel are not discriminated against or harassed based on personal characteristics such as:

- Gender
- Age
- Ethnicity
- Religion
- Disabilities
- Pregnancy
- Marital status
- Sexual orientation

Honesty and Integrity

All workers of CARE GARDEN THERAPY PTY LTD must be fair and respectful towards other workers, participants, and stakeholders, and when in a public place, all workers must behave in a way that does not negatively represent CARE GARDEN THERAPY PTY LTD. CARE GARDEN THERAPY PTY LTD and its workers understand the importance of representation and will ensure to behave in ways that reflect the standards of ethics of CARE GARDEN THERAPY PTY LTD at all times.

In addition to this, CARE GARDEN THERAPY PTY LTD‘s workers are expected to remain truthful at all times to ensure honesty is maintained and implemented within the framework and operations of CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD‘s Workers must not:

- Accept gifts, incentives, or favours that can be deemed as a way of influencing decisions.
- Work under the influence of illegal substances or alcohol or bring illicit substances to the premises.
- Steal properties or belongings of CARE GARDEN THERAPY PTY LTD, participants, stakeholders, or co-workers.
- Intentionally damage or destroy the property of CARE GARDEN THERAPY PTY LTD, participants, stakeholders, or co-workers.
- Smoke on the business premises.
- Smoke in CARE GARDEN THERAPY PTY LTD‘s company vehicles.

Compliance

To ensure compliance is upheld and maintained within CARE GARDEN THERAPY PTY LTD and its operations, CARE GARDEN THERAPY PTY LTD‘s Workers and Management are expected to comply with all policies and procedures of CARE GARDEN THERAPY PTY LTD. They must also adhere to relevant legislation, regulations and standards set out by the NDIS Commission.

CARE GARDEN THERAPY PTY LTD also recognises the importance of acting by instructions given by a superior authority, given that the orders are reasonable and lawful, promote quality care of work and reflect the standards of ethics.

Workers and Managers of CARE GARDEN THERAPY PTY LTD must ensure the organisation's framework, operations and practices are protected and kept confidential. This should be implemented during and after their employment with CARE GARDEN THERAPY PTY LTD. CARE GARDEN THERAPY PTY LTD and its workers understand that leaking personal information is a violation of CARE GARDEN THERAPY PTY LTD‘s policies and procedures, which may result in serious repercussions such as termination.

In addition to this, it is important for CARE GARDEN THERAPY PTY LTD and its Workers to always provide due diligence to all persons who ensure fairness, honesty, integrity, and equality for the health, safety and well-being of all workers, participants, stakeholders, and other relevant personnel. CARE GARDEN THERAPY PTY LTD and its workers should also strive to uphold a professional work ethic along with confidence and understanding to ensure positive representations of CARE GARDEN THERAPY PTY LTD. One way to achieve a high degree of professionalism is to abide by the dress code, act according to the standards of ethics, and present yourself admirably and professionally.

Behaviour Code of Conduct Violation

Under no circumstances does CARE GARDEN THERAPY PTY LTD tolerate violent or aggressive behaviour towards co-workers, participants, stakeholders, visitors, or any other persons. Any forms of abuse (whether physical or verbal), aggression and violence may result in severe consequences such as termination of employment.

If a person becomes abusive, violent, threatening, or aggressive and poses a risk to others, Management should be notified immediately. If the aggravated person refuses to be cooperative and ease the situation, CARE GARDEN THERAPY PTY LTD‘s Management or Owner/CEO/Director may be obligated to contact external services (Police: 000) to assist in handling and calming the situation. CARE GARDEN THERAPY PTY LTD‘s workers are encouraged to make attempts to manage or ease the situation prior to contacting external services.

Privacy and Confidentiality Regarding Sources Provided by CARE GARDEN THERAPY PTY LTD

All workers of CARE GARDEN THERAPY PTY LTD will be provided with Internet and an email to utilise during work. CARE GARDEN THERAPY PTY LTD will be sure to maintain the respect and privacy of all workers regarding their internet and email usage.

However, misusing these privileges may result in disciplinary action against the worker. If a worker fails to comply with the Code of Conduct and a breach is recognised, CARE GARDEN THERAPY PTY LTD may use these provided sources as evidence in court if legal action is being taken.

To ensure workers utilise these sources appropriately, CARE GARDEN THERAPY PTY LTD will ensure all workers keep their personal use of these sources as low as possible. CARE GARDEN THERAPY PTY LTD will encourage all workers not to disclose personal or classified information. All workers of CARE GARDEN THERAPY PTY LTD will be made aware of the possible repercussions if they utilise the sources in an inappropriate manner.

The unauthorised use of confidential information could potentially damage the service's credibility and compromise the individual's privacy. Any worker or management utilising devices must do so respectfully and abide by protocols by CARE GARDEN THERAPY PTY LTD, meaning the usage of electronic devices is restricted for work and duty purposes only. Workers and Management must keep their passwords confidential and are not allowed to share them with other workers.

Dress Code

All workers should be dressed in accordance with CARE GARDEN THERAPY PTY LTD‘s protocols as well as abide by Workplace Health and Safety Regulations. Workers and Management must uphold a neat, clean and tidy presentation whilst completing duties.

If supplied, workers should wear a uniform in accordance with CARE GARDEN THERAPY PTY LTD‘s standards and ensure it is kept in good condition. Workers should consult Management if they are unsure of the type of clothing that is suitable for their job position. Workers who knowingly break this dress code may receive a consequence as a result of disobeying CARE GARDEN THERAPY PTY LTD‘s standards of operation.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
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CM. 3.5 Technology and Social Media Policy and Procedure

Purpose

CARE GARDEN THERAPY PTY LTD implements the Technology and Social Media Usage Policy and Procedure to ensure all personnel are using all technology and social media aspects appropriately and by CARE GARDEN THERAPY PTY LTD‘s standards and regulations.

The Technology and Social Media Usage Policy and Procedure is implemented throughout CARE GARDEN THERAPY PTY LTD and outlines the importance of using all technology and social media platforms and devices appropriately and by CARE GARDEN THERAPY PTY LTD‘s expected rules and regulations. CARE GARDEN THERAPY PTY LTD‘s electronic devices must only be used for their intended purpose unless advised and authorised by key personnel.

Scope

Technology systems will include internet usage, computers, laptops, printers, email, photocopying and fax machines, equipment, and telephone. Social Media accounts and platforms consist of, however, these are not limited to Facebook, Instagram, Snapchat, personal email, YouTube, and unrelated work internet browsing.

All electronic devices and programmes provided by CARE GARDEN THERAPY PTY LTD must not be used for an individual’s social media and browsing. This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Conscientious – Feeling a moral responsibility to do your work carefully and to be fair to others.

Devices – A thing made or adapted for a particular purpose, especially a piece of mechanical or electronic equipment.

Social Media – Websites and applications that enable users to create and share content or to participate in social networking.

Technology – Technology is the application of scientific knowledge to the practical aims of human life or, as it is sometimes phrased, to the change and manipulation of the human environment.

Responsibilities

Management

- Continuously monitor all internet activity.
- Communicate and inform all personnel of this policy to ensure all understand.
- Discuss the consequences if one has failed to adhere to this policy.
- Provide all the necessary devices and equipment to enable individuals to complete all of their duties and tasks.

Worker

- Follow and abide by the standards and regulations of this policy.
- Only use their personal phone and social media accounts outside CARE GARDEN THERAPY PTY LTD‘s hours.
- Report any inappropriate activity that they may witness.
- Not share any comments or thoughts about CARE GARDEN THERAPY PTY LTD on any form of social media.
- Utilise all electronic devices suitably.

Policy

Providing technology such as phones, computers, and other devices is essential for CARE GARDEN THERAPY PTY LTD to enhance communication, access to information, and personalised care. It enables efficient coordination between CARE GARDEN THERAPY PTY LTD, participants, and their support networks, while also helping participants stay informed about their plans and progress.

Technology allows for tailored support through tools that track progress, monitor health, and manage daily tasks, promoting independence and improving quality of life for participants. Additionally, technology streamlines administrative tasks, ensuring compliance with NDIS guidelines and maintaining accurate records.

It supports remote service delivery through video calls and online platforms, making services accessible even in rural or remote areas. With digital tools for staff training and efficient scheduling, CARE

GARDEN THERAPY PTY LTD can optimise resources and continue offering high-quality, timely services to their participants.

CARE GARDEN THERAPY PTY LTD acknowledges and understands that personnel may possess and wish to utilise their personal social media accounts in their personal life. The Technology and Social Media Policy and Procedure is implemented by CARE GARDEN THERAPY PTY LTD; however, it does not anticipate prevention or limitations for an individual's use of online endeavours.

Procedures

The Technology and Social Media Policy and Procedure outlines the standards, rules, and regulations of appropriate technology and communication systems utilisation. All personnel must follow the Technology and Social Media Usage Procedure to ensure no conflict of interest against an individual and CARE GARDEN THERAPY PTY LTD.

Devices

CARE GARDEN THERAPY PTY LTD will provide an individual with all devices required to complete their necessary work tasks and duties. Key personnel will organise all essential programmes and accessories that may also be mandatory. All personnel using any phone, fax, and photocopying devices must not be used for personal matters.

An individual, however, may request to use any of these devices for personal use, but they must be approved and monitored by key personnel. If an individual has been using CARE GARDEN THERAPY PTY LTD's devices unacceptably, then disciplinary action will be made at CARE GARDEN THERAPY PTY LTD's discretion.

Computer

Similar to electronic devices provided by CARE GARDEN THERAPY PTY LTD, it is essential that it is not being misused. Computers are not to be used for any personal use unless it has been approved and monitored by key personnel. Examples of personal use of computers include, however, these are not limited to:

a) Personal Emails

b) Music and YouTube

c) Apps

d) Games

e) Videos

f) Unrelated Internet Browsing

g) Any forms of irrelevant communication services and apps

All personnel are not permitted to complete any study, research, or homework using a CARE GARDEN THERAPY PTY LTD computer that is irrelevant to CARE GARDEN THERAPY PTY LTD. However, an individual may be required to do so if a task is set by key personnel, and all necessary research and study will be in relation to CARE GARDEN THERAPY PTY LTD‘s required duties.

Workers are not authorised to download or install any software onto CARE GARDEN THERAPY PTY LTD‘s computers. If the occasion was to arise that software is needed and will improve CARE GARDEN THERAPY PTY LTD‘s needs, then an individual will be permitted to download the software; however, written consent must be submitted by authorised personnel. Personnel is also advised not to bring any programmes that can be utilised to transmit and withhold information and data from one electronic device to another.

Internet Browsing

CARE GARDEN THERAPY PTY LTD maintains internet browsing of all devices. It is essential that all personnel that are granted access to the utilisation of these devices are to use them appropriately and in accordance with the Technology and Social Media Policy and Procedure.

All personnel are permitted to use the internet but must follow the guidelines associated with doing so. The following outlines the correct use of the internet and in, which must be followed and abided by all personnel:

a) Research that is conducted must be relevant to CARE GARDEN THERAPY PTY LTD‘s required tasks and duties.

b) If an individual is required and advised to contact an external body, then the communication and interaction between both parties will only be CARE GARDEN THERAPY PTY LTD related.

Email

Emailing while at work at CARE GARDEN THERAPY PTY LTD may be used for communication when it is appropriate, secure, and aligns with the participant's needs and consent. All email correspondence must adhere to privacy and confidentiality requirements, ensuring that sensitive information is protected in accordance with the NDIS guidelines and relevant privacy laws.

Staff must ensure that emails are professional, accurate, and only sent to authorised recipients. Use of email for participant communication should be documented where required, and staff must seek alternative methods of communication if email is unsuitable or not preferred by the participant.

Social Media

CARE GARDEN THERAPY PTY LTD understands that the majority of personnel use and have access to their own social media accounts. Although CARE GARDEN THERAPY PTY LTD does not aim to discourage anyone from using or dictating the way they use social media, all personnel must understand the terms and conditions that are involved with doing so.

It is important that no personnel are to communicate with any external parties any confidential information regarding CARE GARDEN THERAPY PTY LTD, its operations, workers, and participants. Any information that has not yet been disclosed to the public is expected to remain confidential.

Workers are not allowed to share any of this information with people such as participants, external organisations, volunteers or particularly anyone that is not related or involved within CARE GARDEN THERAPY PTY LTD accordingly. Any links shared throughout CARE GARDEN THERAPY PTY LTD must contain relevant and appropriate content. If an individual is required to send a link, it must be monitored and agreed upon with key personnel.

Any fake, deceptive, pornographic, defamatory, profane, derogatory, libellous, insulting, bullying, violent, offensive, or humiliating information must not be submitted to another person or organisation. If an individual has carried out any of these actions via social media, which can include publishing of private information may result in legal liability and disciplinary action made by CARE GARDEN THERAPY PTY LTD.

Suppose it is necessary for CARE GARDEN THERAPY PTY LTD to be a part of social media for any reason. In that case, key personnel will assign an individual to proceed and upload any content that is required after securing the necessary consent as it applies.

For employees, the consent provision will be part of their employment contract. Requests for social media appearance for workers will be limited to promotional purposes and other stipulated agenda, if any. This will then be monitored by authorised personnel who will ensure no appropriate content has occurred.

Disciplinary Action

All technology and social media systems must be used primarily for CARE GARDEN THERAPY PTY LTD-related purposes and services during work hours. Employees are expected to follow CARE GARDEN THERAPY PTY LTD guidelines regarding appropriate use of technology and social media in the workplace.

The use of personal mobile phones and social media is not prohibited, unless operating or assisting with heavy equipment for the participants in line with the Fair Work Act, but is restricted during work hours to ensure minimal disruption to service delivery. Heavy equipment use is generally limited, but it can be present in certain settings. Some examples include:

a) Hoists and Lifting Equipment – Used to assist with transferring individuals with mobility impairments.

b) Wheelchairs and Mobility Aids – Including electric wheelchairs and standing frames.

c) Medical Beds and Pressure Care Equipment – Adjustable beds with mechanical functions.

d) Specialist Therapy Equipment – Such as hydrotherapy lifts or gym equipment in rehabilitation settings.

While workers are not typically operating industrial heavy machinery, there are still risks associated with using assistive equipment. Proper training and adherence to workplace safety policies are essential to prevent injuries to both workers and participants.

Unauthorised or excessive use of technology or social media may result in disciplinary action in line with CARE GARDEN THERAPY PTY LTD policies and Fair Work regulations. Please refer to the *Human Resources Policy and Procedure* for detailed information on disciplinary procedures including penalty and termination criteria. Below outlines the movements that an individual is not permitted to make:

a) Commitment to specific browsing while performing own business, political activity, gathering data, illegal practices, and disseminating misleading or libellous information.

b) Personnel are not to express or communicate any information online regarding CARE GARDEN THERAPY PTY LTD or an individual's personal feelings or thoughts. Any remarks or statements created by an individual against CARE GARDEN THERAPY PTY LTD must result in significant consequences against that person and, depending on the breach of the Policy, may result in termination.

c) It is expressly forbidden to obtain, reveal and store any knowledge that is deemed obscene, unlawful, or adversely portrays age, ethnicity, faith or religion. Some examples may include pornographic websites or downloadable content.

d) Any reproduction, usage or misuse of content and materials that interfere with a separate party or CARE GARDEN THERAPY PTY LTD's intellectual property, confidential information, and trademarks.

e) Downloading of content, data, and programmes onto CARE GARDEN THERAPY PTY LTD‘s devices.

f) Any method of game playing via the internet or programmes and gambling.

Quality Management

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedure from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families, carers, and workers every year. All service planning, delivery and evaluation activities will include workers, participant and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) relevant to this Policy and Procedure include:

- Record and Information Management Policy and Procedure
- Privacy and Confidentiality Policy and Procedure
- Human Resource Policy and Procedure
- Participant - Consent Form

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 3.6 Whistleblowers Policy and Procedure

Purpose and Scope

The Whistleblowers Policy and Procedure are maintained within CARE GARDEN THERAPY PTY LTD to eliminate any fraudulent conduct or coercion risk. CARE GARDEN THERAPY PTY LTD will clearly communicate and inform all personnel about the standards and regulations of this policy and procedure.

All personnel must understand and acknowledge the Whistle-blowers Policy and Procedure. Any individual who has not adhered to this policy and procedure will endure serious consequences.

This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Whistle-blower	A person who reports on a person or organisation regarded as engaging in unlawful or immoral activity.
Corrupt	Having or showing a willingness to act dishonestly in return for money or personal gain.
Disclosure	The action of making new or secret information known.
Delegate	A person chosen or elected by a group to speak, vote, etc. for them, especially at a meeting.

Policy

CARE GARDEN THERAPY PTY LTD implements the Whistleblowers Policy and Procedure to ensure all individuals are granted an adequate working environment that is free of any dishonest and unethical behaviour. All personnel must remain honest and confidential of all CARE GARDEN THERAPY PTY LTD‘s information and actions.

CARE GARDEN THERAPY PTY LTD will provide everyone with the necessary information that is required to offer a person a valuable understanding of the Whistleblowers Policy. Each person is expected to abide by and follow this policy. Failure to do so will result in extreme consequences.

Worker Responsibilities

- To abide by this Policy and Procedure
- To report all potential whistle-blowers
- To remain truthful and honest if reporting any whistle-blowers

Management Responsibilities

- Provide all necessary and correct information to ensure that all individuals understand and recognise the importance of the Whistleblowers Policy and Procedure.
- To conduct a fair investigation.
- Ensure all aspects and information is recorded and correctly reflect the events.
- Implement all corrective actions where required.

Procedure

The Whistleblowers Procedure outlines the importance of maintaining and providing an appropriate and positive work environment free from corrupt conduct. This procedure must be taken seriously, and all personnel are implementing and following the expected regulations.

The individual answerable for the receipt of data associated with potential misconduct or a problematic situation that may occur is referred to as the delegate. The delegate is the key personnel who is responsible for dealing with all transgressions that may arise within CARE GARDEN THERAPY PTY LTD. If, for any reason, the assigned delegate is not the correct body to resolve or investigate a complaint made to them, then CARE GARDEN THERAPY PTY LTD will designate an alternative individual that can make a suitable decision.

Any person who has witnessed any form of whistleblowing within CARE GARDEN THERAPY PTY LTD is expected and advised to contact the delegate immediately. Once they have made a formal complaint to the delegate, the disclosure may request an external meeting that is not located at CARE GARDEN THERAPY PTY LTD to ensure privacy and confidentiality are present.

When the individual has given a complaint, then the delegate will assess and review the provided information. The delegate will then assess if the disclosure is a citizen’s passion disclosure and evaluate the matter for the basic components of a secure disclosure.

Investigation of Whistleblowers

In the event a Whistleblower is present within CARE GARDEN THERAPY PTY LTD, an investigation will be conducted. However, before an investigation is conducted, the individual who is submitting the complaint will be advised to provide any additional information and materials that could help further the investigation process. The Owner/CEO/Director or other authorised personnel will be responsible for

investigating and resolving the matter. The assigned delegate or investigator will communicate all relevant and required bodies to be able to proceed with the investigation. They must also establish a date on which the investigation will be completed.

The delegate is also responsible for creating a plan, which entails all necessary information that will help to resolve the case. The form should include the following; however, it is not limited to:

- Personal details of both the discloser and the alleged persons.
- Thorough details explaining the events that occurred, ensuring all are honest and reflect the correct actions.
- All information and evidence that a person possesses.
- Identify the people who are involved in the investigation. This should include the delegate, disclosure, the alleged whistle-blower, and any witnesses that may be involved.

The delegate must protect the alleged individual's identity to ensure no foul play or misconduct is furthered. It is the responsibility of the delegate to take extra precautionary measures to protect their role in the investigation. Once the timing is deemed appropriate, the alleged victim's identity will be released; however, it must be made known to that individual before doing so. The delegate will often communicate any updated case information to all parties involved.

Once the delegate has investigated, they must complete a thorough written report, which will have recorded all the actions and findings that were involved throughout the investigation. They are then expected to submit all documents to key personnel who were never involved in the investigation. The delegate is also expected to maintain the confidentiality of the identity of the individual who has been disclosing information for the case. The only instance where the discloser’s identity is to be released is if the discloser has recruited legal advice. All documentation that has been created from the investigation will be made as a copy and given to the disclosure.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Incident Management - Incident Report
- Incident Management - Incident Investigation Form
- Complaints and Feedback - Company Feedback Form
- Complaints and Feedback - Complaints and Feedback Register
- Privacy and Confidentiality Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

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1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 3.7 Disputes and Grievances Policy and Procedure

Purpose and Scope

All matters relating to complaints or disagreements from CARE GARDEN THERAPY PTY LTD's workers will have outlined steps within this policy and procedure of how to handle these matters. Workers can refer to CARE GARDEN THERAPY PTY LTD's Feedback, Complaints and Dispute Resolution Policy and Procedure to handle any complaints or disagreements. CARE GARDEN THERAPY PTY LTD will resolve all complaints and disputes in a way that is reasonable and understandable by all workers. This policy and procedure must abide by current legislation, regulations and standards and covers all workers.

This extends to all workers and meets relevant laws, regulations and standards.

Definitions

Complaint	A statement that something is wrong or not satisfactory:
Feedback	The return of information based on an individual's performance or experience.
Disagreement	An argument or a situation in which people do not have the same opinion:
Sexual Harassment	Behaviour characterized by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation.
Grievance	A complaint or a strong feeling that you have been treated unfairly:
Intimidation	To frighten or threaten someone, usually in order to persuade them to do something that you want them to do

Dispute	A disagreement or argument about something.

Policy

It is the responsibility of CARE GARDEN THERAPY PTY LTD to maintain and continue to develop the connection between Management and workers.

Workplace complaints and disagreements can occur for an array of reasons but are not restricted to:

- Intimidation
- Harassment or prejudice
- Disagreements between a worker and his or her manager or supervisor or among workers/volunteers
- Concerns linked to in-house CARE GARDEN THERAPY PTY LTD procedures.

Any complaints and disagreements arising within the corporation are to be managed efficiently and with discretion. This will involve all relevant parties working together and engaging in an open conversation to come to a resolution that is satisfactory for all. All employee duties remain the same during the resolution process unless any person may be in danger.

Procedure

CARE GARDEN THERAPY PTY LTD will utilise the Feedback, Compliments and Complaints Policy and Procedure to ensure an updated and maintained Dispute and Grievances Policy and Procedure suited to the workplace and relevant legislation.

Often circumstances can occur where an individual is under the impression that action by CARE GARDEN THERAPY PTY LTD was taken unethically, incorrectly or adversely affecting them. When, with reason, the individual claims that judgment is unreasonable, they may present a grievance in compliance with this procedure.

Any complaints must be examined with an unbiased approach, and all complaints will be considered in high regard.

CARE GARDEN THERAPY PTY LTD‘s Management for resolution of complaints and disagreements, including reaching an agreement that takes into consideration the opinion of all parties involved, reduces the occurrence of differences and allows all involved to represent their disagreement or complaint in an outlined method.

There are cases in which a complaint may not be filed, and other applicable policies and procedures protect these. For instance, issues that are being handled or have been settled by external agencies,

a concern about work duties regarding a member of the workplace, decisions pertaining to employers' compensation claims, and when workers' issues have not been resolved.

Disagreements and complaints must be treated with the utmost privacy by all concerned, and the claimant must not be mistreated.

Officially Reporting Grievances

If a conflict cannot be settled, a grievance should be submitted by the representative of the workers at CARE GARDEN THERAPY PTY LTD to the Owner/CEO/Director in writing form. These reported grievances have essential information that must be included in the record.

These include a record of anyone involved or who observed the incident, the decisions made with reasoning, the date and time of the incident, a detailed explanation of the negative impact the experience had on an individual or group, any prior made decisions in an attempt to provide a resolution, and how you wish to proceed to resolve the situation.

All this information must only be submitted to the Owner/CEO/Director unless there is a conflict of interest. The grievance will then be handled by your next in charge or an independent party.

Disagreements

Step 1: If any worker has a complaint, they must initially attempt to resolve the disagreement with the other party/parties before they submit an official grievance.

Step 2: Workers must notify and explain the situation to their supervisor. It is then the supervisor's responsibility to settle the dispute in a way agreed upon by all parties.

Step 3: Report the issues to the Owner/CEO/Director (unless the Owner/CEO/Director is the accused).

Step 4: Any matters relating to sexual harassment, abuse or discrimination should be reported to management immediately. These matters will be managed according to the Incident Management procedure.

Investigating complaints/grievances

Ensure the management of complaints holds up to equality and integrity, as it can result in strengthening or weakening the investigation of the workplace. CARE GARDEN THERAPY PTY LTD must upkeep procedural equality by relying on a worker's findings and the investigation regarding workplace decisions, and CARE GARDEN THERAPY PTY LTD must defend all parties involved and their interests throughout the investigation.

Owner/CEO/Director must investigate a formal complaint once it has been lodged within five working days. If the Owner/CEO/Director has a clashing concern regarding the formal complaint, the supervisor will be appointed to oversee the investigation; if this is also not practicable or possible, an investigative committee that has been outsourced shall be selected to perform the inquiry.

The selected investigator must ensure that the accused is innocent until proven guilty with a fair opportunity to respond, the matter is kept private, the accused are informed of all accusations, the investigation will be conducted in a reasonable amount of time, enough evidence is procured before judgment is passed, and those involved have the option of having a support person sitting in on investigative discussions.

Interviews are to be held with all parties involved, including the individual who lodged the complaint, the individual who is being accused (a support person may attend for both the accused and the victim) and any persons that have information regarding the matter and any other relevant parties involved. The support person's responsibility is to provide moral support; they cannot respond to questions on behalf of the person they assist or give their personal views, feelings or insights. The support people must not be involved in the investigation in any other way.

Throughout the investigation, all parties will be given a chance to detail the events and explain the situation on their account. All interviews are always to be performed while upholding administrative equality and being impartial to all involved. Any interviews or concerns conducted during the investigation must be documented.

Conclusion & Determinations

When a disagreement or complaint may be upheld, depending on the nature and severity of the complaint, the individual who caused the altercation may be required to but is not limited to, undertake additional training, given a written warning, apologise to the individual that filed the grievance, undertake counselling, receive a demotion, be transferred or be let go due to the resentment.

When a disagreement or complaint may not be upheld due to the absence of evidence, CARE GARDEN THERAPY PTY LTD can recap all workers of their responsibilities regarding the Code of Conduct and CARE GARDEN THERAPY PTY LTD‘s Anti-Discrimination, Fairness and Workplace Harassment Policy and Procedure. CARE GARDEN THERAPY PTY LTD can organise workers to be retrained regarding discussion and disagreement skills and resolutions and addressing conflicts that may arise between workers that have been noticed by supervisors and given the opportunity for counselling.

If the disagreement or complaint is discovered to be a frivolous complaint, CARE GARDEN THERAPY PTY LTD may request supervisors to recognise potential problems and recommend all workers to undergo communication skills and conflict resolution. CARE GARDEN THERAPY PTY LTD will kindly inform all workers of their expectations under the Code of Conduct and Anti-Discrimination, Fairness and Workplace Harassment Policy and Procedure and provide counselling to their workers.

Based on the severity of the claims, the person that complained may be subjected to writing a formal apology document to the individual that had these accusations against them. Disciplinary actions of employment, such as a documented warning, demotion, dismissal, or counselling, are required to partake in further education.

If a solution regarding any complaints or disagreements cannot be reached, the individual that lodged the grievance has the right to outsource the matter to an external organisation, such as the Fair Work Commission.

Workers are entitled to petition against any ruling regarding disagreements. These petitions must be submitted to the Owner/CEO/Director in writing. Workers that successfully challenge the appeal will have all aspects reconsidered for correctness. Workers who fail to appeal will have their original judgment reaffirmed for them. The owner/CEO/Director will determine the definitive conclusion.

Supporting Documents

Documents applicable to this policy and procedure are:

- Human Resources Policy and Procedure
- Staff Code of Conduct
- Incident Investigation Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers, and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review

1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 3.8 Emergency Planning Policy and Procedure

Purpose and Scope

The purpose of this policy and procedure is to ensure the safety of staff, participants and others during emergencies and other service interruptions.

It applies to all staff and meets relevant legislation and regulations, National Disability Insurance Scheme Act 2013, National Disability Insurance Scheme Rules 2018, and National Disability Insurance Scheme Guidelines 2018.

Definitions

Altering or ceasing services – services may, at times, need to be altered or ceased due to emergencies. This may be due to direct risk or impact on the location itself or because travel in the area is considered too unsafe.

Leaving early – the practice of relocating well in advance of an emergency. This activity is undertaken by households in response to a range of triggers, such as a weather forecast or flood warning.

Directed actions – actions mandated by the Department of Health and Human Services that must be undertaken in preparation for and in response to emergencies.

Emergency planning – identification of potential events that could have a negative effect on an organisation and/or its services and the actions that can be taken to minimise the impact or extent of the damage.

Evacuation – the urgent movement of participants to a safer location in response to an imminent threat or impact of an emergency. An evacuation without any warning is resource intensive and potentially detrimental to the health of participants, staff and emergency services personnel. The main priority when deciding to evacuate is the protection of life. An evacuation must be effectively planned and executed.

Extreme heat or heatwave – a period of unusual and uncomfortable hot weather that could negatively affect human health. Extreme heat can also affect community infrastructure (such as power supply and public transport) and other services. Extreme heat can affect everyone. However, some people, including people with a disability, are more vulnerable.

Organisational Resilience – the ability of a business to rapidly respond to and recover from emergencies, critical disruptions or threats and continue operating with limited impact on service delivery.

Relocation – the planned movement of participants and a suitable number of staff from a facility or home to alternative accommodation with a similar type of care available in response to a forecast or warning of a potential or actual emergency.

Shelter in place – to remain on-site within an existing facility or home during an emergency. The decision to shelter in place is based on information from a variety of sources that confirms this option is safer or more appropriate than relocation or evacuation. The movement of participants from one facility or home to another safer building within the same location is also considered shelter-in-place.

Shelter indoors – to remain inside a building and limit exposure to unhealthy conditions in the air outside, such as gas leaks, smoke, and other air contaminants. On receiving advice to shelter indoors, people must go indoors immediately, close all doors and windows, turn off heaters, air conditioners and exhaust fans, and listen to the radio or television or monitor emergency services websites for the all-clear message.

Vulnerable person – someone living in the community who is:

- older, frail, and/or physically, intellectually or cognitively impaired; and
- unable to comprehend warnings and directions and/or respond in an emergency situation.

Policy

CARE GARDEN THERAPY PTY LTD' plans for emergencies in order to protect the safety and well-being of participants and staff and to ensure participants have access to support without interruption.

CARE GARDEN THERAPY PTY LTD' will ensure essential services are maintained as far as is practicable and that full-service delivery is recommenced as soon as possible after an emergency.

Procedure

Emergency Planning

CARE GARDEN THERAPY PTY LTD' must take an 'all hazards' approach when preparing for, responding to and recovering from emergencies. This includes planning for a range of possible emergencies such as fire, bushfire, flood, relocation, evacuation and prolonged service interruption.

The Director will prepare, test and annually review an Emergency Plan for CARE GARDEN THERAPY PTY LTD', in consultation with all relevant staff and participants.

The Emergency Plan, or a summary of key elements of the plan, must be readily accessible by staff and on display in CARE GARDEN THERAPY PTY LTD premises.

The Emergency Plan must include the following:

- What serious accidents, fire, flood, and other natural disasters will be responded to, as well as how incidents relating to hazardous chemicals and clinical waste will be managed (only relevant if the business deals with hazardous chemicals and/or clinical waste).
- contact details for key staff who have specific roles or responsibilities under the plan, for example, fire wardens and first aid officers.
- contact details for local emergency services (e.g., police, fire brigade and poison information centre) and medical assistance.
- a description of how people will be alerted to an emergency or possible emergency, for example, sirens or alarms (at CARE GARDEN THERAPY PTY LTD office) and by phoning affected participants or their supporters.
- a map of the CARE GARDEN THERAPY PTY LTD workplace, illustrating the location of fire protection equipment, emergency exits and assembly points.
- evacuation procedures, including arrangements for assisting any people with hearing, vision or mobility impairment.
- testing of emergency procedures, including the frequency of testing; and
- information, training and instruction to relevant staff on implementing the emergency procedures.

The Emergency Plan must be tailored to the business' location and circumstances and be based on consultation with local health and emergency services.

In the event of an emergency, CARE GARDEN THERAPY PTY LTD Emergency Plan must be implemented. Directions from emergency services workers must also be followed.

The Director will review CARE GARDEN THERAPY PTY LTD Emergency Plan at least annually and:

- when there are changes to the workplace, such as re-location or refurbishments.
- when there are changes in the number or composition of staff, including an increase in the use of temporary contractors.
- when new activities have been introduced; and
- after the plan has been tested.

CARE GARDEN THERAPY PTY LTD' will communicate any changes to the plan as a result of reviews as soon as practicable to all affected staff and stakeholders.

Emergency Evacuation Plans

The Director must also prepare and regularly review Emergency Evacuation Plans for how people should evacuate CARE GARDEN THERAPY PTY LTD premises, including where they should assemble if there is an emergency. Reviews should consider the choices, safety, rights and feedback of participants whilst also considering the risks. Where there are changes to Emergency Evacuation Plans, these must be promptly communicated to staff and other stakeholders who access the premises.

Emergency Evacuation Plans must be displayed prominently in CARE GARDEN THERAPY PTY LTD premises. Each Plan must clearly indicate its current location, where the exits are and where the assembly area is. This information must also be included in staff inductions and participant intakes.

Emergency and evacuation procedures must be practised with all staff at least annually. CARE GARDEN THERAPY PTY LTD' will utilise different scenarios as part of the drills, e.g., fire, flood, bomb threat, and mass illness. A record of who attended the exercise, who conducted the exercise and the date it was conducted will be kept with organisational records.

Operational Readiness

The Director must ensure CARE GARDEN THERAPY PTY LTD' is prepared to respond rapidly in an emergency. This includes:

- having an Emergency Plan in place;
- ensuring the Emergency Plan is tested and linked to broader community emergency frameworks;
- actively engaging with local emergency service agencies and local government about how to respond to different emergencies;
- regularly testing emergency management and evacuation procedures;
- being prepared to make informed decisions about staff and participant safety and whether to cease services, relocate staff or participants, or direct staff and participants to shelter indoors;
- considering how support for participants can be continued if services need to be altered or ceased in an emergency;
- planning how to respond if critical infrastructure (e.g., participant Management System) fails during an emergency, such as power failures;
- ensuring staff are aware of their roles and responsibilities in the event of an emergency;
- ensuring all relevant contact details (such as staff, participants, next of kin, emergency services, and relevant government agencies) are up to date and available; and
- training staff to implement emergency procedures, ensuring they are equipped to address individual participant needs

Staff must:

- ensure all participant information, including contact details for the participant and next of kin, are up to date and easily accessible;
- consider participants' needs in a range of possible emergency events;
- communicate the Emergency Plan to relevant stakeholders, for example, participants, family members and related service providers;
- as part of support planning, ensure alternative plans for participants exist if service delivery is interrupted;
- support participants living independently to develop their own personal emergency plans; and

- notify participants and their next of kin, where relevant, of all relocations and service cessations related to emergencies

Obtaining Emergency Information

In case of an emergency situation, the Director will obtain information about current and forecast conditions from radio, television, the internet and its local networks.

Fire Safety

The Director must ensure that fire equipment is installed, suitable for risks specific to the CARE GARDEN THERAPY PTY LTD workplace and be readily accessible in accordance with the relevant Australian Standards. Fire extinguishers must be placed away from heat sources and regularly maintained, with at least 1 meter of clearance to access the extinguisher.

Signage within CARE GARDEN THERAPY PTY LTD premises must assist people in finding fire equipment quickly and identify what type of fire it can be used on.

The Director must ensure fire equipment is regularly tested by CARE GARDEN THERAPY PTY LTD local fire authority or fire equipment supplier in accordance with Internal Review and External Audit Schedule [or equivalent].

Emergency exits must be kept clear at all times. [The next sentence is only relevant for dedicated office/commercial premises with Exit Doors (as opposed to home offices).] Emergency exits must be kept unlocked, and all exit signs must be maintained and kept illuminated.

Code Red Fire

A Code Red fire danger rating forecasts the worst conditions for bushfires. A Code Red day may pose a significant risk to CARE GARDEN THERAPY PTY LTD participants, particularly those in high bushfire risk areas and extreme areas.

Staff must comply with directed actions where services are being delivered in extreme-risk areas. Directed actions involving the relocation of participants must be completed before the Code Red day begins, although some services and participants may be exempt and may relocate early on a Code Red day.

If a home or other service location is not considered to be in an extreme risk area, it is still necessary to assess whether a facility or property is exposed to high bushfire risk. This should be based on the following:

- Local knowledge and the advice of fire services or others with relevant expertise;
- bushfire risk assessments using a combination of factors such as vegetation type, distance from vegetation and slope; and

- other bushfire risk tools such as the bushfire management overlay or bushfire-prone areas.
- Where the service or a participant is the subject of a Directed Action, CARE GARDEN THERAPY PTY LTD' will implement the relevant bushfire leaving early plan or relocation plan when a Code Red is declared for the applicable weather district.

CARE GARDEN THERAPY PTY LTD' will notify the Department of Health and Human Services of all relocations or cessations:

- once completed (whether in accordance with an emergency plan or otherwise) – reporting this no later than 9 am on the Code Red day, and
- once returned to normal arrangements – reporting this no later than five days after the Code Red day

Power Failure

Power failures can be common and unexpected, so the Emergency Plan should include a plan to ensure support can continue to be provided during them. Strategies include:

- having access to a phone, such as a charged mobile phone or landline that doesn't rely on electricity to operate;
- having access to alternate lighting, such as a torch or a battery-operated light;
- having access to a battery-powered radio;
- having access to fresh water.

Extreme Weather

The Emergency Plan should also plan for extreme weather (such as extreme heat or cold) that is likely to occur where CARE GARDEN THERAPY PTY LTD' supports are delivered. The plan should help staff identify which participants are most at risk and the support they may require.

Organisational Resilience

In addition to planning for the safety and wellbeing of staff and participants in an emergency, CARE GARDEN THERAPY PTY LTD emergency planning is also based on strengthening its organisational resilience – or building the business' capacity to continue providing necessary services during emergencies.

To support this, CARE GARDEN THERAPY PTY LTD' undertakes organisational risk assessments related to business continuity and disaster management and recovery. It also develops specific Business Continuity Plans to complement its emergency planning activities. See the Risk Management Policy and Procedure for more detail.

Reporting

Incidents relating to emergencies and service interruptions should be reported in accordance with CARE GARDEN THERAPY PTY LTD Incident Management policies and procedures.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 3.9 Emergency and Disaster Management Policy and Procedure

Purpose and Scope

The purpose of the Disaster Management Policy and Procedure is to ensure that our participants feel safe in the event of a disaster (natural or pandemic), knowing CARE GARDEN THERAPY PTY LTD will provide them with continuity of service. CARE GARDEN THERAPY PTY LTD focuses on maintaining service delivery to our participants in times of stress and uncertainty.

Though disasters and emergencies may be infrequent, we acknowledge our services are especially important before, during, and after such events, as many participants are beyond the reach of other services, and CARE GARDEN THERAPY PTY LTD provides them with an essential support lifeline.

CARE GARDEN THERAPY PTY LTD recognises that preparedness for disasters and emergencies is a priority for our organisation and a requirement to ensure the safety of our participants.

CARE GARDEN THERAPY PTY LTD will endeavour to provide an adequate level of service to our participants before, during and after all types of emergencies.

The scope of this policy includes our participants and staff. Our participants will be informed of our emergency procedures to assist them in preparing for an emergency, build their resilience, and maintain their confidence in CARE GARDEN THERAPY PTY LTD.

Our staff will be well informed and prepared to assist them in coping in an emergency situation within the community and in strengthening CARE GARDEN THERAPY PTY LTD disaster resilience.

Policy

This policy aligns with the *Emergency and Disaster Management Practice Standard* introduced in the 2021 amendments to the *NDIS Practice Standards and Quality Indicators*. This standard, set out in Schedule 1 – Core Module, Part 3, requires NDIS providers to:

- Prepare for, prevent, manage, and respond to emergencies and disasters.
- Ensure continuity of critical supports to uphold the health, safety, and wellbeing of participants during sustained disruptions (e.g., COVID-19, natural disasters).
- Implement risk mitigation strategies to reduce harm and ensure resilience.

CARE GARDEN THERAPY PTY LTD has incorporated these obligations into its emergency planning and response procedures. Measures include preparedness protocols, staff training, contingency planning, and communication strategies tailored to participant needs.

Emergency Management

The health and safety of staff and participants are of paramount importance to CARE GARDEN THERAPY PTY LTD. CARE GARDEN THERAPY PTY LTD is committed to the health and safety of its staff, employees, volunteers, contractors, participants, families, carers and visitors. CARE GARDEN THERAPY PTY LTD is committed to the implementation of clear and effective emergency management procedures. CARE GARDEN THERAPY PTY LTD will comply with all laws and mandatory standards relating to fire protection, health and general safety. CARE GARDEN THERAPY PTY LTD will ensure that participants in its care are appropriately protected from fire risk.

Measures will be in place to enable continuity of support that is critical to the safety, health and well-being of each participant before, during and after an emergency or disaster.

The measures include planning for each of the following:

- preparing for and responding to the emergency or disaster;
- actively testing and adjusting the emergency plans if needed;
- reviewing the plans consults with participants and their support networks about the reviews of the plans;
- communicating the plans to workers, participants and their support networks;
- Each relevant worker is trained in the implementation of the plans.

CARE GARDEN THERAPY PTY LTD will respect the homes of participants who live in the community whilst balancing the provision of support, their duty of care to participants, and the need to keep participants, staff, and volunteers safe whilst they are receiving and delivering services.

NB: All escalations relating to urgent health situations will need to be escalated to the manager or director as soon as possible, in order for the escalation process to be initiated. Non urgent health situations can be mitigated by workers unless you need assistance, refer to the manager.

Disaster Management

CARE GARDEN THERAPY PTY LTD places safety and care at the forefront of all of our operational procedures. During a disaster, our team will adhere to this policy framework and also work within any additional guidelines and instructions provided to our organisation by state and federal government authorities.

During any type of disaster, our senior management will undertake the following actions:

- Follow all relevant government guidelines and instructions.

- Communicate CARE GARDEN THERAPY PTY LTD response to staff, participants and any other relevant parties.
- Brief our entire staff on any possible or real action steps required by them.

Procedure

CARE GARDEN THERAPY PTY LTD will provide comprehensive emergency procedure training for all employees, including mandatory fire safety training. The training will be provided on a yearly basis.

Staff preparedness

Our team is our greatest asset; it is our focus that they and their loved ones remain safe during an emergency or disaster situation.

CARE GARDEN THERAPY PTY LTD will help prepare our staff for an emergency or disaster by implementing the following:

- inform staff of the situation and what is required by them via email, online messaging, Zoom meetings or similar;
- train workers in all required measures, e.g., infection control, social distancing and evacuation;
- inform staff of our participant's requirements outlined in their support plan.

Fire Emergency / Community Disaster

- On days of extreme fire danger, Management is to keep employees and participants informed of local dangers and the need for evacuation as required.
- Employees must know and understand where and how to access their local evacuation areas and the evacuation areas for participants, which are noted on each participant's emergency plan.
- Employees must activate the fire plans on time on days of extreme fire danger.
- Management to keep informed on emergency updates on days of extreme weather warnings.
- Emergency contact details are to be kept current and checked at each review.
- Mandatory yearly training to be conducted on emergency procedures and guidelines.
- A list of emergency accommodations is to be listed in the Management fire plan.
- Planning for the summer fire season should take place in the winter months so that all is in place prior to the summer (fire danger months).
- Keep away from any fallen wires.
- Do not try to drive until the area is declared safe.
- If in an evacuation centre, employees and participants should not return home until it is safe to do so.
- Management to call a debrief meeting post-fire to ensure employees and participant management was handled well and, if not, outline improvements that could be implemented for the future.

Preparing for disasters and emergencies

An emergency is a situation of grave risk to health, life or environment. A disaster is any phenomenon, natural or man-made, that has the potential to cause extensive destruction of life and property. The mere mention of either of these two words is enough to make the community, particularly our participants, extremely nervous.

Some disasters and emergencies CARE GARDEN THERAPY PTY LTD may face include:

- flood
- fire
- heatwave
- snowstorm
- storms or cyclones
- pandemic

CARE GARDEN THERAPY PTY LTD will:

- stay informed regarding all state/territory and federal government directives and act upon these directives appropriately;
- advise other organisations, who work with CARE GARDEN THERAPY PTY LTD, of our disaster procedures and processes;
- identify personnel who are critical in the delivery of essential frontline services;
- Implement this policy in conjunction with the Risk Management Policy and Procedure, Information Management Policy and Procedure and Human Resource Policy and Procedure.

Supporting the staff members

Vicarious trauma is a real and grave health concern for staff and volunteers of community service organisations such as ours, mainly when working with disaster-affected individuals and communities.

CARE GARDEN THERAPY PTY LTD will decide the best means to support our staff in a disaster situation and will implement all appropriate measures.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

Section Four - Provision of Supports

CM. 4.1 Service Access Policy and Procedure

Purpose

The purpose of this Policy and Procedure is to ensure CARE GARDEN THERAPY PTY LTD implements the necessary measures and practices to support participants' access to CARE GARDEN THERAPY PTY LTD's service/s. CARE GARDEN THERAPY PTY LTD and its workers are dedicated to ensuring that participant rights are adhered to, enforced, and protected.

Scope

To comply with this Policy and Procedure, CARE GARDEN THERAPY PTY LTD will ensure all participants receive adequate services that support their needs and requirements in a fair and equal manner that allows them to access services that CARE GARDEN THERAPY PTY LTD provides safely.

By maintaining valid registration for all applicable services, CARE GARDEN THERAPY PTY LTD guarantees compliance with the new NDIS policy, effective 1 July 2025. This ensures the continued delivery of services to NDIA-managed participants, including SDA, SIL, Behaviour Support, Support Coordination, or Plan Management, if applicable.

CARE GARDEN THERAPY PTY LTD and its workers will advocate for the equal rights and freedoms of all individuals with disabilities to ensure all participants are receiving quality care during their time with CARE GARDEN THERAPY PTY LTD. This extends to all workers and meets relevant laws, regulations, and standards.

In addition to this, it is the responsibility of CARE GARDEN THERAPY PTY LTD to ensure participants and their families are provided with clear and concise updates regarding the delivery of services. This applies to all current and future applicants with disability-specific services of CARE GARDEN THERAPY PTY LTD.

If CARE GARDEN THERAPY PTY LTD's services are not suitable to certain applicants, CARE GARDEN THERAPY PTY LTD is obligated to help people access care elsewhere that would be suitable for their needs and requirements. Workers of CARE GARDEN THERAPY PTY LTD will be required to consider referrals and requests for participants to access another service.

Definitions

Disability – A physical or mental condition that limits a person's movements, senses, or activities.

Services (NDIS) – Activities or programmes provided by NDIS providers (CARE GARDEN THERAPY PTY LTD) to help participants meet their goals and disability-related needs, such as therapies, personal care, or transport.

Supports (NDIS) – Funded assistance in a participant's NDIS plan, including daily living help, skill development, and specialised equipment or home modifications.

Appeal (support application) – A formal request to review an NDIS decision, either internally or through the Administrative Appeals Tribunal (AAT).

Responsibilities

Owner/CEO/Director

- Liable to enforce this policy and procedure within the framework of CARE GARDEN THERAPY PTY LTD.
- Perform frequent internal and external audits and assessments.
- Utilise the information from the audits and assessment reviews to make the necessary adaptations to achieve high-quality care when delivering services.
- Ensure that all relevant support coordination services (including Level 3 specialists) and Supported Independent Living (SIL) services adhere to the mandatory NDIS registration requirements. The CARE GARDEN THERAPY PTY LTD will comply with the NDIS Commission's requirements for updated registration under group 0132 (Support Coordination) and group 0115 (SIL).
- Ensure all workers of CARE GARDEN THERAPY PTY LTD are enforcing and adhering to this policy and procedure standards.

Management

- Ensure all workers of CARE GARDEN THERAPY PTY LTD are aware and understand the duties they must adhere to when delivering quality care services.
- Demonstrate reasonable vigilance through consistent assessments and reviews to ensure consistency with relevant legislation.
- Annually assess and review CARE GARDEN THERAPY PTY LTD‘s success through the Quality Improvement Plan and to communicate these achievements with CARE GARDEN THERAPY PTY LTD‘s Owner/CEO/Director.

- Investigate and review the admission and referral procedures implemented within CARE GARDEN THERAPY PTY LTD and address any concerns or achievements in regular meetings.
- Ensure all workers of CARE GARDEN THERAPY PTY LTD have the right expertise, understanding and capability to meet the demands and requirements of CARE GARDEN THERAPY PTY LTD.
- Perform and attend admission interviews.
- Provide participants with CARE GARDEN THERAPY PTY LTD's Handbook and other relevant or requested documents.
- Manage the applications and inquiries of future participants of CARE GARDEN THERAPY PTY LTD.

Worker

- Ensure they thoroughly understand the standards and expectations they must adhere to and meet while delivering services to participants.
- Execute tasks and practices in line with this policy and procedure.
- Report recommendations for improvement to Management.
- Ensure all participants are treated equally and with respect.
- Ensure the waiting list is used correctly, participants who applied earlier will receive the approval of admission to CARE GARDEN THERAPY PTY LTD prior to those who applied later.

Policy

The evaluation and eligibility of CARE GARDEN THERAPY PTY LTD, access priority and the strategic planning of waiting lists are followed in a fair, equal, and responsible way, in conjunction with the policy and procedure of the Participant Rights and Responsibilities CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD recognises the importance of ensuring fair and equal practices are implemented to prevent participants from feeling unincluded or neglected. CARE GARDEN THERAPY PTY LTD must consider the following prior to the approval of applicants:

a) The specific needs and requirements of the participants.

b) CARE GARDEN THERAPY PTY LTD's capacity to care for participants effectively and fairly.

c) The resources CARE GARDEN THERAPY PTY LTD must care for participants.

d) Possible effects of current participants on CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD will ensure to remain transparent, consistent, and non-discriminatory to promote equal opportunity and impartiality when dealing with facility admissions. In addition to this, CARE GARDEN THERAPY PTY LTD will ensure the services they provide are easy to understand and easily obtainable.

In order to guarantee the ongoing provision of services to NDIA-managed participants, including SDA, SIL, Behaviour Support, Support Coordination, or Plan Management, CARE GARDEN THERAPY PTY LTD must maintain valid registration for all applicable services, effective 1 July 2025, in accordance with the new NDIS policy.

CARE GARDEN THERAPY PTY LTD is focused on delivering a clear and straightforward commitment to all individuals with a high level (and low-intermediate level) of care designed to meet needs and requirements and create a feeling of integrity, meaning and health. CARE GARDEN THERAPY PTY LTD is a secure and interactive system setting, easily available and sensitive to the care and contact requirements of its participants.

Procedures

To ensure the most effective system of admissions and referrals is implemented, CARE GARDEN THERAPY PTY LTD will construct an organised and strategic way of operating this system. CARE GARDEN THERAPY PTY LTD must ensure that while utilising these organised and strategic practices, they must remain fair and equal to all participants.

They must provide those unable to access CARE GARDEN THERAPY PTY LTD‘s services supported when searching for additional support and services that would adhere to their particular needs and requirements. In addition to this, CARE GARDEN THERAPY PTY LTD may provide participants with advice and information to support themselves, providing the service to an individual of their choosing, such as a supporter.

Service Access

Assessment of Service Application

CARE GARDEN THERAPY PTY LTD’s Management will follow the steps outlined below as a framework to guide the introduction process of a prospective participant, along with their supporter or advocate, to CARE GARDEN THERAPY PTY LTD’s services. These steps ensure a structured, consistent, and participant-centred approach to onboarding, aligning with best practices and compliance requirements:

a) Initially, the needs and requirements of the participant will be examined to determine if they have adequate resources to provide quality care and adhere to the needs and requirements of the participant.

b) If an issue arises involving physical accessibility, consider ways to adapt that allow participants easily access their services.

c) Management will then inform individuals about their ability to exercise their rights of having a personal advocate with them and any activities associated with the service.

d) Once this is completed, Management will determine if the individual requires additional assistance during the intake process. Advocates for families may also assist in making this decision.

e) If a communication or cultural barrier is identified, they may appoint a translator or interpreter suitable to the individual.

f) Upon completion, Management will schedule an admission interview with the participant and their advocate/representative (if applicable) within 5 business days of the initial introduction, in which they will perform and conduct the interview.

One working day after the admission interview, management must notify the individual or their representative via telephone or email, informing them of the decision if the service environment is suitable for the participant.

If the individual's application is accepted and service of care is offered, CARE GARDEN THERAPY PTY LTD will refer to their *Assessment, Planning, and Review Policy and Procedure* to complete the administration process. CARE GARDEN THERAPY PTY LTD recognises the importance of ensuring prospective participants are informed of all necessary important information before accepting admission.

Details regarding the service environment should also be given to the participant. This information is recorded within CARE GARDEN THERAPY PTY LTD's Participant Handbook and Participant Rights and Responsibility Policy and Procedure, which will be given to participants prior to acceptance of admission to CARE GARDEN THERAPY PTY LTD.

Management must present the individual with knowledge about arrangements, which may refer to the delivery of services, any costs or payments associated, procedures for entering and exiting the service, conditions required to be eligible, means to access disability-specific services from CARE GARDEN THERAPY PTY LTD, and if the individual will meet specific eligibility requirements.

When considering disability-specific requirements, CARE GARDEN THERAPY PTY LTD's Management will conduct an unbiased compliance analysis to determine if the participant is eligible.

When doing so, CARE GARDEN THERAPY PTY LTD should aim to recognise individuals' requirements, any potential or foreseeable hazards or risks and consider the individual's wellbeing.

CARE GARDEN THERAPY PTY LTD should reference and apply the established guidelines of the service as part of the decision-making process to ensure consistency, fairness, and compliance with relevant standards. To qualify for access to CARE GARDEN THERAPY PTY LTD's disability-specific services, individuals must meet the following criteria:

a) have a developmental delay or cognitive impairment (specifically for children);

b) suffer from a mental, psychological, emotional, perceptual or functional disability that is incurable and likely to remain lifelong; and

c) suffer from one or more disabilities reported which are due to a neurological condition that is expected to be lifelong.

Service Hours

CARE GARDEN THERAPY PTY LTD understands that certain participants require 24-hour care, and to adhere to this, CARE GARDEN THERAPY PTY LTD's delivery of service will be available 24 hours a day, 7 days a week. It is the responsibility of the Owner/CEO/Director and Management team to ensure a manager (or delegate) is available to assist persons who require care after work hours.

CARE GARDEN THERAPY PTY LTD is open to expanding these hours upon request to provide participants with additional service opportunities. However, these decisions require approval from the Owner/CEO/Director or the Management of CARE GARDEN THERAPY PTY LTD.

To ensure the most effective and equal system is implemented within CARE GARDEN THERAPY PTY LTD, the Management will be responsible for dealing with relevant questions or inquiries of prospective participants or their representatives.

Upon response to these questions and inquiries, if the prospective participant or their representative does not directly reply, Management must re-contact the person requesting care or their representative/advocate within one business day. Below is an outline of the specific times that CARE GARDEN THERAPY PTY LTD will operate and the other possible forms of contact for after-hour care:

- Head office admin hours are from 9:00 am to 6:00 pm.
- CARE GARDEN THERAPY PTY LTD's services will be provided 24 a day, 7 a week. Service hours are from 00:00 am to 23:59 pm, from Monday to Sunday. Such periods could be expanded that will provide additional service opportunities for participants with the Management's decision.

Participant Service Denial

CARE GARDEN THERAPY PTY LTD recognises there may be varying situations in which an individual is unable to receive CARE GARDEN THERAPY PTY LTD care services. This may be due to the refusal of acceptance or the non-acceptance of an individual. Measures have been implemented within CARE GARDEN THERAPY PTY LTD's framework to ensure all denials or non-acceptance of admission to CARE GARDEN THERAPY PTY LTD are dealt with in a fair, unbiased and respectful manner.

CARE GARDEN THERAPY PTY LTD understands the importance of ensuring all persons considered vulnerable can access quality care and will assist unsuccessful applicants in finding an alternative service provider. CARE GARDEN THERAPY PTY LTD is obligated to provide advice and referrals, where necessary, to assist individuals in accessing services suitable to them.

This should be done in conjunction with CARE GARDEN THERAPY PTY LTD's *Information, Advice and Referrals Policy and Procedure*. CARE GARDEN THERAPY PTY LTD will be sure to provide this assistance in circumstances when participants were refused acceptance or denied acceptance.

Access to required supports will not be withdrawn or denied solely because of a dignity of risk choice made by a participant. If CARE GARDEN THERAPY PTY LTD is unable to offer care to an individual, clear and justified reasons must be provided to the individual or their representative. Refusal of care may occur only for the following reasons:

- If CARE GARDEN THERAPY PTY LTD does not obtain the adequate resources and equipment to accommodate the individual's specific needs and requirements.
- If a certain prospective participant is evaluated as of higher importance, there is limited room for acceptance.
- If the individual does not satisfy the eligibility criteria for CARE GARDEN THERAPY PTY LTD.
- If CARE GARDEN THERAPY PTY LTD's facility has no capacity to accommodate new participants.

Waiting List

If a prospective participant is eligible to obtain services, however, CARE GARDEN THERAPY PTY LTD's facility cannot accommodate due to lack of space; participants will be given the opportunity to be placed on the waiting list.

If participants agree to do so, Management of CARE GARDEN THERAPY PTY LTD will maintain regular contact (approximately every 3 months) to inform participants of updates regarding their positioning on the list and possible time remaining on the waitlist.

Each time a participant on the waiting list is contacted, Management should confirm their place on the list and recommend alternative service providers. CARE GARDEN THERAPY PTY LTD will maintain

a manageable list to ensure all individuals have the opportunity to receive an acceptance of admission to CARE GARDEN THERAPY PTY LTD and are not waiting for long periods of time.

If an individual is refused acceptance, CARE GARDEN THERAPY PTY LTD should document this information in a database. The information should have the reasoning as to why the individual was refused acceptance. If individuals have been accepted but put on the waiting list, this information should also be documented within the same database. This is done to guide the continuous improvement of CARE GARDEN THERAPY PTY LTD's framework and practices.

In addition to this, if CARE GARDEN THERAPY PTY LTD grants service to an individual, in which they decide to deny their acceptance, CARE GARDEN THERAPY PTY LTD should not offer incentives or persuade the individual to pursue with CARE GARDEN THERAPY PTY LTD. Management and workers of CARE GARDEN THERAPY PTY LTD understand that acts of persuasion are considered manipulation, which is not tolerated under any circumstances.

However, Management should ensure individuals are aware they are able to recontact CARE GARDEN THERAPY PTY LTD if their service of care is required. In doing so, individuals should also be made aware of the waiting list, if applicable.

Appeal of Denial

CARE GARDEN THERAPY PTY LTD understands that individuals who have been denied acceptance have the opportunity to challenge the decision made by the Management of CARE GARDEN THERAPY PTY LTD. CARE GARDEN THERAPY PTY LTD has implemented an effective system that allows appeals to be dealt with fairly and in a timely manner. Below outlines the procedure that CARE GARDEN THERAPY PTY LTD will follow when managing an appeal:

- Individuals should document their complaints or challenges in writing.
- Submit the document to the Management or Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD.
- Management and the Owner/CEO/Director should come to an agreed decision that is fair and justifiable.
- Documented guidance will be given to individuals who are unsatisfied with the outcome of the appeal.
- Management should document the outcome in the same database used to document refusals of acceptance.

Individuals who are unable to communicate effectively are able to receive assistance when appealing. CARE GARDEN THERAPY PTY LTD's workers may assist in this instance, or a translator or interpreter should be contacted. Participants who are successful in the appeal will be redirected to CARE

GARDEN THERAPY PTY LTD's *Assessment, Planning, and Review Policy and Procedure* to finalise the admission process.

Service Environment

CARE GARDEN THERAPY PTY LTD always aims to ensure every service environment is maintained as well as kept clean for all persons related to CARE GARDEN THERAPY PTY LTD. This, therefore, assists participants, workers, visitors, management, families, and other related personnel to feel safe and comfortable.

There are certain factors to be considered to ensure facilities and operations are suitable to the number of participants, their specific needs, and accessibility requirements. These are the NDIA demographic data, waiting list data, prospects for improvement and development of CARE GARDEN THERAPY PTY LTD's framework, and the feedback collection from workers, participants, and local networks.

CARE GARDEN THERAPY PTY LTD recognises and understands the importance of ensuring the environment of CARE GARDEN THERAPY PTY LTD's facility is maintained effectively at all times. Prior to the acceptance of an applicant, CARE GARDEN THERAPY PTY LTD should consider the primary concerns outlined below to determine if CARE GARDEN THERAPY PTY LTD's services are suitable for the individual.

a) Each participant will be able to easily identify the workers who provide supports to them, ensuring clear communication and trust within the support environment.

b) Work is undertaken with each participant, and others, in settings where supports are provided (including their home), ensuring the environment is safe and conducive to effective support delivery.

c) Where relevant, work will be undertaken with other providers, including health care, allied health providers, and other service providers, to identify and manage any risks to participants. This collaboration ensures that the participant's needs and preferences are correctly interpreted and addressed in the support plan.

d) For each participant requiring support with communication, clear arrangements will be in place to assist workers in understanding the participant's communication needs and how they express emerging health concerns. This ensures timely and accurate communication, particularly in situations that require immediate attention.

e) To avoid delays in treatments for participants, the following protocols are in place:

    i) Each participant has a specific protocol on how to respond to medical emergencies relevant to them.

ii) All workers providing support to participants are trained to respond to medical emergencies, including how to distinguish between urgent and non-urgent health situations.

f) Systems for escalation are established for each participant in urgent health situations, ensuring that immediate and appropriate actions are taken in case of medical or health emergencies.

If the services CARE GARDEN THERAPY PTY LTD provides are not suitable for the individual and their needs, CARE GARDEN THERAPY PTY LTD is obligated to assist in finding an alternative service that better fits the participant's requirements. The following considerations will guide this process:

a) The ability of CARE GARDEN THERAPY PTY LTD to address and adhere to the individual's needs and requirements.

b) The extent to which CARE GARDEN THERAPY PTY LTD has sufficient resources and equipment to support and adhere to the individual's specific needs.

c) If the services inside CARE GARDEN THERAPY PTY LTD can sufficiently and effectively meet the requirements of the individual.

d) If providing CARE GARDEN THERAPY PTY LTD's services to the individual is in their best interests.

e) Where applicable, the individual's specific external requirements, including their relatives, caretaker or any other advocates.

f) The individuals use other services.

g) The participants' NDIS Plan and if they are able to implement the plan when delivering services of care effectively.

Quality Management

Dissatisfactory Service

Participants dissatisfied with the outcome of the appeal should be allowed to make a formal complaint or give feedback. In this instance, CARE GARDEN THERAPY PTY LTD will inform participants of the necessary procedures to take to issue the criticism or feedback, which will be done in accordance with CARE GARDEN THERAPY PTY LTD's *Feedback and Complaints Management Policy and Procedure*.

Service Improvement

CARE GARDEN THERAPY PTY LTD must take several factors into account to ensure its facilities and operations are appropriate for the number of participants, as well as their unique needs and accessibility requirements.

Considerations should include demographic data from the NDIA, waiting list trends, opportunities for growth and enhancement of CARE GARDEN THERAPY PTY LTD's framework, and feedback gathered from staff, participants, and local networks.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families, carers, and workers every year. All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Feedback and Complaints Management Policy and Procedure
- Information, Advice and Referrals Policy and Procedure
- Decision Making and Choice Policy and Procedure
- Risk Management Policy and Procedure
- Incident Management Policy and Procedure

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review

1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 4.2 Physical Accessibility Policy and Procedure

Purpose

CARE GARDEN THERAPY PTY LTD wants all individuals to access their facilities and services in a way that recognises and incorporates individual needs, integrity, and equality, providing a choice, opportunity, and control. This policy and procedure aim to ensure that CARE GARDEN THERAPY PTY LTD has a service atmosphere that is readily accessible and responsive to the needs of its participants for assistance and communication.

Scope

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Independence – The ability of an individual to make their own choices and perform daily activities with minimal or no assistance, fostering self-reliance and control over their life. In the context of disability support, independence is promoted through tailored services and supports that enable individuals to participate in their communities and achieve personal goals.

Personal Protective Equipment (PPE) – Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter.

Physical Accessibility – The extent to which NDIS-funded environments, facilities, and services are designed or modified to ensure people with disabilities can access and use them independently, safely, and with dignity. This includes features such as ramps, wide doorways, accessible bathrooms, and appropriate signage.

Policy

CARE GARDEN THERAPY PTY LTD will ensure to maintain the environment by ensuring it is readily available and secure for all participants. It is CARE GARDEN THERAPY PTY LTD‘s responsibility to ensure that participants using CARE GARDEN THERAPY PTY LTD‘s resources can move freely, safely and securely.

CARE GARDEN THERAPY PTY LTD's Continuous Improvement Plan will be used to ensure any updates that could aid in the protection and physical accessibility of participants are enforced appropriately and effectively. This is done to ensure all workers of CARE GARDEN THERAPY PTY LTD maintain consistent quality care for all participants.

Procedures

To ensure the most effective practices are put in place to assist participants with physical accessibility, CARE GARDEN THERAPY PTY LTD and its workers will provide participants with the knowledge to facilitate access to the support they require. CARE GARDEN THERAPY PTY LTD understands the importance of ensuring all participant needs and requirements are adhered to and assistance is provided where necessary.

If a problem regarding physical access is identified, CARE GARDEN THERAPY PTY LTD and its workers are responsible for recognising and managing the problem. When doing so, workers should consider ways to minimise the problem or eliminate it. Workers of CARE GARDEN THERAPY PTY LTD should also consider ways to modify the facility to adhere to the specific needs of participants.

All adaptations or modifications made to the facility must be approved by the Owner/CEO/Director and reflect the needs of participants.

The following outlines specific considerations that aid in optimising physical access to CARE GARDEN THERAPY PTY LTD facilities, premises and service provision; however, they are not limited to:

- Physical disabilities affect daily activities, such as opening doors, walking upstairs, and reading signs.
- Being in proximity to public transport.
- Wheelchair accessibility, such as ramped access to buildings.
- Conditions that require constant medical treatment or guidance.
- How to make the CARE GARDEN THERAPY PTY LTD premises inviting, comfortable and safe; Consideration of different visual, hearing, speech, mental or physical capabilities with respect to Signage / Waiting area option.
- Participant information will be given in different formats to respond to specific and individual requests.
- Specific usable models for different participant requirements through recognition of different visual, listening, voice, mental or physical capabilities / cultural backgrounds of different ages and growth stages / different languages common to the local community and actively encourage the use of interpreters and advocates.
- Workers of CARE GARDEN THERAPY PTY LTD are responsible for assisting participants in accessing translator or interpreter services should the participant express the need to ensure communication is conducted appropriately and understood by both parties.
- Clear language, face-to-face or phone description by workers.

- Available website of CARE GARDEN THERAPY PTY LTD and accessibility of the Phone service during the scheduled opening times.

CARE GARDEN THERAPY PTY LTD strives to provide the expertise that fits established and planned customer requirements. That involves considering the participant's cultural background, disability and different communication requirements. If participants or stakeholders seem to be dissatisfied with any element of accessibility of the provider, they are directed to the CARE GARDEN THERAPY PTY LTD policies and procedures for feedback, compliments and complaints.

Reporting Incidents

Suppose a participant is involved in an accident, incident, mishap or defect due to the inability to safely access CARE GARDEN THERAPY PTY LTD‘s resources. In that case, it must be reported to the Management team or Owner/CEO/Director. This information should be used to enforce adaptations or practices to improve the participant's physical accessibility. For more information on how to manage incidents, refer to CARE GARDEN THERAPY PTY LTD‘s Incident Management Policy and Procedure.

CARE GARDEN THERAPY PTY LTD‘s Management or Owner/CEO/Director is responsible for auditing within the organisation, which must be completed in accordance with the Internal Review and External Audit Schedule.

This is done to ensure any concerns regarding the physical accessibility of participants are changed or adapted accordingly.

Standards of Work Areas

CARE GARDEN THERAPY PTY LTD‘s workers must ensure to maintain a tidy, clean and safe workplace and ensure any objects, items or spillages that pose a risk to any persons are managed and eliminated immediately. CARE GARDEN THERAPY PTY LTD will also ensure all workers have an outdoor area that is appropriately sheltered for their breaks, rest periods, and uncomfortable weather conditions.

Equipment shall not produce sound exceeding the highest possible level of noise as advised by the Australian Standards Association or as stated in local law. If the noise causes discomfort, the Manager should be informed of the problem.

In addition to this, all work zones should be sufficient in size. For a work zone to be considered sufficient in size, workers must be able to move freely, without feeling contained or enclosed, and have an easily accessible emergency evacuation readily available.

This is to ensure all workers, participants, and other personnel who attend CARE GARDEN THERAPY PTY LTD can manoeuvre around the facility without being subject to injury or strain. Areas where it is likely to contain more people, such as a lounge area, kitten area or outdoor area, should be larger to ensure comfortable movement of all persons entering or exiting the particular area or zone.

Working Independently

CARE GARDEN THERAPY PTY LTD will be sure to provide workers who are required to work alone with the appropriate communication systems and protective equipment. This is done to ensure workers can contact the necessary personnel in the event of an emergency.

CARE GARDEN THERAPY PTY LTD recognises and understands that independent working increases risks and will ensure to provide support and assistance to independent workers where possible. Below outlines the increased risks independent and possible struggles workers are susceptible to encountering:

- Exposure to violence
- Exposure to verbal or physical abuse
- Lack of access to emergency services (e.g., paramedics, ambulance, police)
- Management of an aggravated participant
- Management of injuries.

Physical Accessibility

If a participant encounters a problem with physical access, it should be immediately reported to the Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD, who will then document the information.

This information should be used to take the necessary actions to improve the physical accessibility of services for participants.

Any adaptations made should be monitored and reviewed in conjunction with the Continuous Improvement Policy and Procedure.

CARE GARDEN THERAPY PTY LTD will always provide participants with the opportunity to discuss with CARE GARDEN THERAPY PTY LTD if they have any questions, concerns, or feedback regarding physical accessibility service provision. If this situation arises, CARE GARDEN THERAPY PTY LTD will comply with the participant's wishes and refer to the Feedback and Complaints Management Policy and Procedure to make the formal complaint. CARE GARDEN THERAPY PTY LTD‘s response to these complaints or feedback will be thoroughly considered, and the necessary changes should be made to improve the quality of care and service delivery for all participants.

CARE GARDEN THERAPY PTY LTD understands and recognises that some participants may be physically unavailable to access CARE GARDEN THERAPY PTY LTD‘s services. If this situation arises, CARE GARDEN THERAPY PTY LTD will be sure to find alternative strategies to provide these participants with the best possible care with certain restrictions. Workers need to seek alternative strategies, for example:

- Having over-the-phone meetings
- Having skype calls

- Meeting the participant within an accessible community premise such as a library or café
- Hiring an accessible fee-for-use serviced office which meets the standards

Personal Facilities

CARE GARDEN THERAPY PTY LTD is dedicated to providing its workers with free, sufficient, secure, clean and tidy facilities for personal use. The facilities CARE GARDEN THERAPY PTY LTD expected to be provided outlined below:

- Bathrooms
- Drinking water
- Kitchen (to wash dishes and eat)
- Safe storage for personal items (preferably lockable)

These facilities must be kept tidy and free from any hazards, such as water spillages or objects that obstruct a path.

Entry Points and Exit Points

CARE GARDEN THERAPY PTY LTD and its workers understand the importance of ensuring all entry and exit points of the facility are kept in neat, tidy, and safe conditions. This is done to minimise the risk of harm or injury to all persons within the facility.

CARE GARDEN THERAPY PTY LTD will ensure all entry and exit points are clearly illuminated and signposted, suitable for wheelchairs and other aids. CARE GARDEN THERAPY PTY LTD provides aisles and footpaths free from furniture and other obstacles, marked with yellow lines if necessary. CARE GARDEN THERAPY PTY LTD will be sure to provide safety measures for power-operated doors. Stairs will be protected with top and bottom rails, with a handrail on at least one side and adequate signage to warn of potential hazards.

Temperatures, Ventilation and Lighting

CARE GARDEN THERAPY PTY LTD will ensure the facility is maintained at a comfortable temperature, which ranges between 20 ° C and 26 ° C. Management should be notified if a participant, worker, visitor, or other persons are uncomfortable with the temperature. The temperature should be changed when a request is considered a comfortable temperature.

CARE GARDEN THERAPY PTY LTD must also ensure the facility contains right forms of ventilation. To adhere to this, CARE GARDEN THERAPY PTY LTD will ensure the facility has an appropriate number of windows, doors, fans, or air conditioning. Internal workplaces will be properly ventilated.

A Manager of CARE GARDEN THERAPY PTY LTD will focus on ensuring that there is enough light throughout the facility to allow workers to complete tasks without straining their eyes or causing any other injury. In areas with heightened risk, additional lighting will be used if necessary.

Flooring

CARE GARDEN THERAPY PTY LTD will ensure the carpet is used in office areas of stationary work to ensure stability.

All floors must be smooth and free from hazards such as wires, loose tiles, or obstructions that may cause slips, trips, falls or severe injury.

There must not be any objects that obstruct a pathway; if there are, they must be removed.

Quality Management

Policy Review

CARE GARDEN THERAPY PTY LTD may change this Policy and Procedure from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families, carers, and workers every year. All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Work Health and Safety Policy and Procedure
- Participant Incident Management Policy and Procedure
- Risk Management - Risk Management Plan
- Service Access Policy and Procedure
- Feedback and Complaints Management Policy and Procedure

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 4.3 Support Planning and Review Policy and Procedure

Purpose

The purpose of this Policy and Procedure is to set out the approach CARE GARDEN THERAPY PTY LTD will take to assessment, planning, and review with respect to participant support plans once a person has been offered and accepted CARE GARDEN THERAPY PTY LTD services.

Scope

This Policy and Procedure apply to all of CARE GARDEN THERAPY PTY LTD disability-specific services, their family members, carers, and other supporters. Legislation, regulations, and standards relevant to this Policy and Procedure include:

- National Disability Insurance Scheme Act 2013
- NDIS Practice Standards and Quality Indicators – Provision of Supports
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 [F2020C00051]
- The NDIS Terms of Business and Guide to Suitability
- Australian Consumer Law
- Age Discrimination Act 2004 (Cwth)
- Australian Human Rights Commission Act 1986 (Cwth)
- Disability Discrimination Act 1992 (Cwth)
- Racial Discrimination Act 1975 (Cwth)
- Sex Discrimination Act 1984 (Cwth)

Definitions

Planning – A process to enable people with a disability to explore their needs, goals and aspirations and the ways they can be supported to achieve these. Planning will have a different focus for each person.

Support Plan – A personalised document developed in collaboration with a participant that outlines their goals, identified needs, and the specific strategies and supports required to achieve those goals. It includes risk assessments, planned interventions, and measures to promote the participant's independence, safety, and well-being.

Service Agreement – A formal, written contract between a service provider and a participant under the NDIS, outlining the supports to be provided, the terms and conditions of service delivery, responsibilities of both parties, and associated costs. It helps ensure clear expectations, transparency, and accountability in the delivery of disability-related supports.

Policy

This Policy and Procedure align with the planning requirements of the NDIS Act 2013 (Cwth) principles of participation, choice and control, engaging as equal partners in decisions and including families, carers, and other significant people. Participants will be provided with limited planning assistance, including their own service delivery and through advice, information, and referrals.

Extensive assistance with planning is provided by CARE GARDEN THERAPY PTY LTD to deliver planning or coordination of support with the expertise to develop informal, community, and disability-specific responses. Deliver person centred coordination of support and offer participants choice and control over their NDIS plans.

Additionally, CARE GARDEN THERAPY PTY LTD commits that each worker is adequately trained to be expected to proactively manage and assist with support planning and arrangements of emerging and chronic health risks that would require preventative health measures, including support to access recommended vaccinations, dental check-ups, comprehensive health assessments and allied health services.

Procedures

Skills and Knowledge Requirements

Directors (or their appointed delegates) responsible for conducting assessment, planning, and review activities will receive appropriate training and be equipped with the necessary skills and knowledge to effectively carry out and implement the following:

a) Active engagement and early intervention strategies, including with families;

b) Strength-based planning, assessment, and review;

c) Holistic and collaborative approaches to service delivery; and

d) Capacity building of families and carers.

Empowering the Participant

Advocacy, Decision Making, and Choice

For all assessments, planning, and review activities, the Director(s) (or delegates) will discuss participants' rights and responsibilities with them. They will confirm participants' understanding verbally, using an interpreter or advocate where required.

The Director(s) (or delegates) will recommend that the person of their right involve a support person in their dealings with CARE GARDEN THERAPY PTY LTD. Where required, participants will be provided with information and support to access a person of their choice, such as an advocate, to assist them in accessing the service. See CARE GARDEN THERAPY PTY LTD *Decision Making and Choice Policy and Procedure*.

Participants will be offered a minimum of two (2) weeks period for them to decide at any stage of support provision, including assessment, planning, review, and exit for any decision to be made. During this time, they can ask questions, make enquiries etc., to make decisions.

Participants will be offered full choice and control when planning their support, linking participants to service providers and during ongoing service delivery. With participant's wishes and permission, CARE GARDEN THERAPY PTY LTD will include and support the participant's family, friends, and chosen community in the service delivery planning.

If necessary and with the participant or their supporter(s) consent, other parties, such as service providers who deliver existing or complementary services to participants, will be included in assessment, planning, and review activities. The Directors (or delegates) will take into account the participant's wishes in regard to accepting or rejecting particular support options.

Physical Access and Communication

When physical access issues are identified, the Director(s) (or their delegates) will assess whether the service is accessible to the individual. If it is not, they will explore potential solutions, such as modifying the environment or providing additional support, to ensure the service is accessible and meets the individual's needs.

Where a language or cultural barrier is identified, the Directors (or delegates) will engage an interpreter or an appropriate external agency to support the person. The participants will also be offered written information in a language most understandable to them.

Documentation of Participant Supports

All assessment, planning, and review will be maintained on participant files and tracked in CARE GARDEN THERAPY PTY LTD's *Participant Document Control Register*. In accordance with the *Privacy and Confidentiality Policy and Procedure*, respect for and protection of participants' privacy and confidentiality will be continuously reinforced, verbally and in literature.

Assessment of Support Requirements

Following their Intake Interview, where a participant is offered services and accepted, the Director(s) (or delegates) will work with the participant and their supporter/s to assess their needs, develop, and agree upon a Service Agreement.

The Director(s) (or delegates) will meet with the participant and their supporter/s within 5 working days of their acceptance, or sooner if able, for an Assessment and Planning Interview. The Director(s) (or delegates) will conduct all Assessment and Planning Interviews. The assessment will take into account the following:

a) the participant's needs (including health, well-being, and safety needs), goals and longer-term aspirations;

b) the support that can be provided by CARE GARDEN THERAPY PTY LTD to meet those;

c) the participant's preferred links to family, friendships, and other support networks;

d) the participants' and their supporters' age, ability, gender, sexual identity, culture, religion, or spirituality;

e) any barriers to community participation and strategies that could be put in place to help participants overcome them; and

f) how, when, and where the participant requires the support to be delivered.

Where possible, supports provided by CARE GARDEN THERAPY PTY LTD should:

a) ensure participants develop, maintain, and strengthen independence, problem-solving, social and self-care skills appropriate to their age, developmental stage and cultural circumstances; and

b) help Participants to take control of and responsibility for their choices and enhance their autonomy, independence, and community participation.

Where relevant, the interview will take into account information already provided about the person in their NDIS Plan. Where required, the Director(s) (or delegates) will identify and provide referrals and linkages to other services and activities that will enhance the participant's community participation and provide support and assistance to help them access these.

Referral possibilities include, but are not limited to, training, employment, education, health, wellness, recreation, leisure, cultural and community services, activities and events, as well as public transport and affordable housing options. Referrals to alternative services will be provided in accordance with CARE GARDEN THERAPY PTY LTD's *Information, Advice and Referrals Policy and Procedure*.

Planning of Supports

The Director(s) (or delegates) will work with the participant and their supporter(s) to formalise the support to be provided in a Service Agreement and Participant Support Plan. CARE GARDEN THERAPY PTY LTD *Service Agreement Templates* can be tailored to meet the individual needs of each participant.

a) In collaboration with each participant, risk assessments will be regularly undertaken and documented in their support plans. Appropriate strategies will be planned and implemented to address known risks.

b) Periodic reviews of the effectiveness of risk management strategies will be conducted with each participant to ensure identified risks are adequately managed, and adjustments will be made as necessary to respond to changing circumstances or needs.

c) Each participant's support plan includes strategies for responding to individual, provider, and community emergencies to ensure their safety, health, and well-being. It is also designed to be easily understood by all workers involved in supporting the participant.

d) Each participant's support plan may include provisions for proactive health support, such as assistance with accessing recommended vaccinations, dental care, regular health assessments, and allied health services, where necessary.

e) As a support coordinator, CARE GARDEN THERAPY PTY LTD will use the assessments of each participant to plan individualised support. Participants will be individually matched with service providers that best meet their requirements.

f) The support coordinator will complete the 8-week progress report and the 9-monthly progress reports and submit them to the NDIS LAC/Planner, as required.

Service Agreement

When doing service agreements with participants, CARE GARDEN THERAPY PTY LTD will make sure to collaborate with each participant to develop the Service Agreement, which establishes expectations,

explains the supports to be delivered, and specifies any conditions attached to the delivery of supports, including why these conditions are attached.

Each participant (and their supporter/s) is supported to understand their Service Agreement and conditions using the language, mode of communication, and terms that the participant is most likely to understand. Each participant will be given a hard copy or soft copy upon signing the Service Agreement by the participant and the Director(s), which will include the following:

a) the supports that will be provided;

b) the cost of those supports;

c) how, when, and where the participant requires the supports to be delivered;

d) the period for when the participant requires the supports to be provided;

e) the emergency arrangements for participant supports;

f) when and how the Service Agreement will be reviewed;

g) how the participant and CARE GARDEN THERAPY PTY LTD will deal with any problems or questions that arise, including complaint handling and dispute resolution;

h) what the participant's and their supporter's responsibilities are under the Service Agreement;

i) what CARE GARDEN THERAPY PTY LTD responsibilities are under the Service Agreement; and

j) what notice is needed for the participant or CARE GARDEN THERAPY PTY LTD to change or end the Service Agreement, and how this is done.

Service Agreements will be prepared within a maximum of 7 days after the participant begins regularly accessing CARE GARDEN THERAPY PTY LTD services, with the goal of completing them within the ideal benchmark timeframe of 5 days, ensuring timely and clear documentation to support effective service delivery.

When providing Support Coordination support to the participant, the support coordinator will assist the participant in signing service agreements with other service providers and explain to the participant the service agreements as needed.

Support can be provided to the participant in the absence of the Service Agreement if the participant chooses not to have a Service Agreement. Where the participant chooses not to have an Agreement, a record is made of the circumstances under which the participant did not receive a copy of their Agreement.

Supports in Shared Accommodation

Where CARE GARDEN THERAPY PTY LTD delivers supported independent living (SIL) supports to participants residing in specialist disability accommodation (SDA) dwellings, documented arrangements will be established with each participant and the relevant SDA provider. These arrangements will outline the responsibilities and roles of all parties involved, including but not limited to the following matters:

a) The process for communicating and addressing any concerns raised by the participant about the dwelling;

b) The management of potential conflicts between participants, ensuring effective resolution strategies;

c) The procedure for agreeing on and communicating any changes to the participant's circumstances or support needs;

d) In shared living arrangements, the process for filling vacancies, ensuring that each participant's needs, preferences, and personal situation are considered; and

e) The management of behaviours of concern that could jeopardise tenancies, if relevant to the participant's situation.

Sole Support Worker to Live Alone Participant

CARE GARDEN THERAPY PTY LTD will ensure that a thorough evaluation below is conducted before allowing any sole worker to provide support to participants living alone. This will involve assessing relevant risk factors in relation to each participant, ensuring that all necessary precautions are in place to protect their well-being and safety during service delivery.

a) The participant is not receiving, from any other NDIS provider, supports or services that involve regular, face-to-face contact with the participant.

b) One or more of the following applies:

    i) The participant or the participant's plan indicates that the participant has limited or no regular face-to-face contact with relatives, friends, or other people with whom the participant is well-acquainted.

    ii) Without the assistance of another person, the participant has limited or no physical mobility.

    iii) The participant uses equipment to enable them to be physically mobile or to facilitate their physical mobility.

iv) Without the assistance of another person, the participant has limited or no ability to communicate with others.

v) The participant uses equipment to enable or ease communication with others, including enabling or facilitating the use of a phone or other device.

Once risk assessment is completed, CARE GARDEN THERAPY PTY LTD will:

a) document its assessment of the participant's risk factors;

b) as soon as reasonably practicable after completing the assessment, provide a copy of the assessment to the participant;

c) place a copy of the assessment in the provider's file relating to the participant;

d) as soon as practicable after the provider becomes aware of any change in circumstances that may have a significant impact on the provision of personal support to the participant;

i) update the assessment to take account of the change,

ii) provide a copy of the updated assessment to the participant, and

iii) place a copy of the updated assessment in the provider's file relating to the participant.

e) if any risk factor is identified, CARE GARDEN THERAPY PTY LTD will also ensure the following;

i) there is a documented plan for supervision of the participant's support worker that is appropriate having regard to the participant's risk factors, and the plan is implemented,

ii) all of the provider's key personnel receive regular reports in relation to the care and skill with which personal support is being provided to the participant by the support worker, with the regularity of the reports being appropriate having regard to the participant's risk factors, and

iii) appropriate action is taken by CARE GARDEN THERAPY PTY LTD, without any unreasonable delay, to address any concerns identified in those reports.

CARE GARDEN THERAPY PTY LTD will ensure that they have entered into a written Service Agreement with the participant or have prepared a proposed written Service Agreement to enter into with the participant, made all reasonable efforts to enter it with the participant and provided a copy of it to the participant which includes the following:

a) the rights and obligations of the participant and the provider, respectively, under the Agreement;

b) how the participant's support worker will be selected, including the participant's role in the selection;

c) a procedure that will be used to review the implementation of the Agreement, which must include someone other than the support worker checking directly with the participant, and with proper frequency, the participant's level of satisfaction with the type, quality and frequency of personal support is provided;

d) the means by which the provider will supervise and monitor the performance of the support worker to ensure the performance is consistent with the Agreement and the participant's safety and well-being, which must include (as far as practicable) visits by a supervisor to the participant's home, at a specified and appropriate frequency, to undertake in-person supervision of the support worker;

e) the means by which the provider will communicate with the participant, which must include (as far as practicable) face-to-face communication with the participant in the participant's home at an appropriate frequency; and

f) how the provider will engage with other providers who may be involved in providing support or services to the participant in the participant's home or in supporting the participant to access community-based activities.

CARE GARDEN THERAPY PTY LTD will maintain an up-to-date record (register) of all participants receiving personal support from a sole support worker. This register will include key details such as the participant's name, assigned support worker, and any relevant risk assessments or safety measures. The record will be regularly reviewed and updated to ensure accuracy and compliance with applicable policies.

Review of Supports Provision

The Director(s) (or delegates) with the relevant stakeholders will review the provision of supports for each participant every 6 months with the participant and their supporter(s). Flexibility will be provided regarding the timing of review assessments based on participant's needs and wishes. The reviews will include:

a) The participant's needs (including health, well-being and safety needs), goals and longer-term aspirations.

b) The participant's progress towards addressing their needs and achieving their goals.

c) Recognition and celebration of the participant's progress.

d) The participants' and their supporters' age, ability, gender, sexual identity, culture, religion or spirituality.

e) The participant's preferred links to family, friendships and other support networks.

f) Any barriers to community participation and strategies that could be put in place to help participants overcome them.

g) Whether there needs to be a change to the supports provided.

h) Information in the participant's NDIS Plan (if applicable).

Where possible, the support provided to participants by CARE GARDEN THERAPY PTY LTD should:

a) support them to develop, maintain and strengthen independence, problem-solving, social and self-care skills appropriate to their age, developmental stage, and cultural circumstances; and

b) help participants to take control of and responsibility for their choices and enhance their autonomy, independence and community participation.

If changes to supports or their delivery are required, a *Change of Booking Form* will be completed by the participant or their supporter(s), and the Director(s) and the *Change of Booking Form* will be attached to the participant's Service Agreement.

If the participant wishes to modify their service delivery outside of the regular six-monthly review cycle, they have the option to request a review or complete a *Change of Booking Form*. This can be done in collaboration with the Director(s) (or their delegates), who will review the request and take the necessary steps to accommodate the participant's needs.

Withdrawal of Services

a) CARE GARDEN THERAPY PTY LTD supports participants in making decisions and choices as part of enabling participants and making them more independent.

b) CARE GARDEN THERAPY PTY LTD will not withdraw services to participants solely on the basis of the dignity of risk choice that has been made by the participant.

c) The decision to withdraw services must be approved by the director.

d) The participant will be given an agreed notice time (as set out in the service agreement) and transition support to a new service provider in case of withdrawing services.

Quality Management

Monitoring and Review

This Policy and Procedure will be reviewed at least annually by CARE GARDEN THERAPY PTY LTD's Management and incorporate staff, participants, and other stakeholder feedback. The *Continuous Improvement Plan* will be used to record and monitor the progress of any improvements identified and feed into CARE GARDEN THERAPY PTY LTD service planning and delivery processes. CARE GARDEN THERAPY PTY LTD annual participant satisfaction surveys include:

a) satisfaction with supports provided;

b) satisfaction with the relevance and quality of referrals and connections provided by CARE GARDEN THERAPY PTY LTD staff; and

c) awareness of, access to, and experience of supports provided to enable them to maintain and enhance links with other people and organisations.

Policy Review

CARE GARDEN THERAPY PTY LTD may make changes to this Policy and Procedure from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All activities associated with service planning, delivery, and evaluation will actively involve workers, participants, and other relevant stakeholders. Their input and feedback will be sought, considered, and integrated to ensure continuous improvement, participant-centred approaches, and the overall quality and effectiveness of services provided.

Supporting Documents

Relevant document(s) to this Policy and Procedure include:

- Participant - Service Agreement
- Participant - Support Plan
- Participant Document Control Register
- Service Access Policy and Procedure
- Information, Advice and Referrals Policy and Procedure
- Records and Information Management Policy and Procedure

- Decision-Making and Choice Policy and Procedure
- Privacy and Confidentiality Policy and Procedure
- Feedback and Complaints Management Policy and Procedure

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 4.4 Assessment, Planning, and Review Policy and Procedure

Purpose and Scope

The aim of this policy and procedure is for CARE GARDEN THERAPY PTY LTD to establish and maintain a method for assessing, planning, and reviewing any participant support plans after they have been approved. This includes all disability-specific participants of CARE GARDEN THERAPY PTY LTD, as well as their families, carers and advocates.

CARE GARDEN THERAPY PTY LTD will ensure they are abiding by the planning criteria found in:

- Australian Human Rights Commission
- NDIS Act 2013

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Planning	Framework to encourage an individual with a disability to discover their needs, goals and expectations and the aspects in which they can be assisted in fulfilling them. For everyone, the planning will have a different goal and focus.
Assessment	Evaluate or estimate the nature, ability, or quality of.
Review	A formal assessment, with the intention of instituting change if necessary.

Policy

Detailed planning support is offered by service workers to provide planning or case management services, with knowledge in developing confidential, community and disability-specific approaches as one of their key functions. The NDIA may fund this. For relevant contact details, see CARE GARDEN THERAPY PTY LTD‘s Referral Database. CARE GARDEN THERAPY PTY LTD will offer its participants specific preparation support, such as by providing advice, details and recommendations concerning service delivery. However, if CARE GARDEN THERAPY PTY LTD does not encompass the correct resources to assist the participant in planning, CARE GARDEN THERAPY PTY LTD‘s

workers will refer the participant to an appropriate service provider; this takes between 3-5 working days.

Procedure

Participants will be presented with guidance and support to help them access the service by a person of their choosing, such as an advocate. Management must take into consideration the desires of the participant on acceptance or rejection of specific support services. Service providers offering current or similar services to participants will be included in the assessment, planning and review practices of participants. If physical access concerns are identified, CARE GARDEN THERAPY PTY LTD's Management will consider if the premises are accessible to the individual and, if it is not, how they can be made accessible. Where required, an interrupter or advocate may be used to confirm the participant's verbal understanding. The Management will discuss the rights and responsibilities of participants with them for all assessment, planning and review activities. See CARE GARDEN THERAPY PTY LTD's Decision Making and Choice Policy and Procedure.

All persons of CARE GARDEN THERAPY PTY LTD are responsible for safeguarding and retaining all documentation of participants. Documentation will be stored and retained in the individual participant's file. Depending on whether the file is a hard copy document or an electronic document, workers must follow the correct document retaining protocol. The privacy and confidentiality of participants will be treated with respect and protection. They will be reinforced frequently, verbally and in writing to support the services offered by CARE GARDEN THERAPY PTY LTD in accordance with CARE GARDEN THERAPY PTY LTD's Privacy and Confidentiality Policy and Procedure.

Communication in Participant's Preferred Language

We respect the right of the Participant to communicate in their preferred language. In the Participant's intake assessment, the Participant or their legal nominee will be asked about their preferred language for verbal and written communication. Whichever language they prefer will be adapted in service delivery to the Participant as well as in providing them information and resources in their preferred language.

Assessment

After the intake interview where a participant is provided services and agrees that Management will engage with the individual to determine their expectations and establish a service agreement that both the management and participant agree on.

CARE GARDEN THERAPY PTY LTD Management must consult with the participant and conduct all assessment and planning interviews within 5 working days or as soon as possible after their acceptance. The following information must be considered during the assessment process:

- Participant’s age, gender, sexual identity, culture, religion and capability.
- How, when, and where the participant requires the supports to be delivered and by who.
- Participants’ difficulties and potential resolution methods.
- The preference of gender/cultural backgrounds for relevant workers.
- Participants’ goals and needs.
- Participant support system

The interview process will take into consideration information already given about the participant in their NDIS Plan. Management will recognise and provide resources and linkages to other services, events, activities and services where appropriate that will increase the involvement of the participant in the community. CARE GARDEN THERAPY PTY LTD will provide support to assist participants in accessing those activities. CARE GARDEN THERAPY PTY LTD's support will assist the participant in establishing, sustaining and improving independence, problem-solving, social and self-care skills relevant to the participant's age, developmental stage and cultural surroundings. Support from CARE GARDEN THERAPY PTY LTD will help participants gain control and responsibility for their decisions and improve their independence and community involvement.

Planning

Management must collaborate with the participant to formalise the supports and services provided in a Service Agreement by CARE GARDEN THERAPY PTY LTD. CARE GARDEN THERAPY PTY LTD‘s Service Agreement Templates can be customised to each participant’s needs.

The Service Agreement Includes:

Participant aspect:

- What the participant’s responsibilities are per the Service Agreement.
- The timeframe the participant requires the supports to be provided and how, when and where the supports will be delivered.
- How the participant and CARE GARDEN THERAPY PTY LTD will handle any problems or questions that arise, including the handling of complaints and dispute resolution.
- Management must ensure the participant understands their service plan and is provided with a copy of the plan. A copy must be stored in the participant’s file, and key components must be identified in the Participant Management system of CARE GARDEN THERAPY PTY LTD.
- The participant must sign the Service Agreement before CARE GARDEN THERAPY PTY LTD can commence the delivery of any service.

Service agreement:

- Service Agreements will be provided to participants prior to the commencement of services.
- How often the Service Agreement will need to be reviewed.

- Which timeline the notice is required for the participant or CARE GARDEN THERAPY PTY LTD to amend or terminate the service agreement, and how that will be done.

Review

The terms of the supports will be reviewed every 6 months with the participant by management or the Owner/CEO/Director: the participant's short-term and long-term goals, needs and preferences. CARE GARDEN THERAPY PTY LTD also puts a high value on the participant's choice, control and involvement in their care and service provision. Therefore, workers always aim to include participants in their care and service provision, which assists them in living a fulfilling life in accordance with their goals, needs and preferences

CARE GARDEN THERAPY PTY LTD also utilised satisfaction surveys for participants. It allows them to voice their opinions, likes, dislikes and recommendations in either a named or anonymous format.

Flexibility will be provided based on the timing of review assessments, depending on the participant's needs and expectations. If a participant wishes to change their service delivery before the 6-month review process, the individual can request a review or complete a change of booking form.

Factoring information in the participant's NDIS Plan, if any changes to the services are required, the participant will need to complete a change of booking form, and the form must be attached to the participant's service agreement.

Supporting Documents

Documents relevant to this policy and procedure include:

- Records and Information Management Policy and Procedure
- Decision-Making and Choice Policy and Procedure
- Service Access Policy and Procedure
- Providing Information, Advice and Referrals Policy and Procedure
- Feedback, Compliments and Complaints Policy and Procedure
- Participant - Service Agreement
- Privacy and Confidentiality Policy and Procedure

CARE GARDEN THERAPY PTY LTD may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 4.5 Information, Referral, and Advice Policy and Procedure

Purpose and Scope

This policy and procedure are to be used in conjunction with the entire manual but more specifically, Records and Information Management Policy and Procedures. It aims to ensure that participants are provided with all the necessary information and have access to the services relevant and suitable for their needs.

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Referring (referral)	The act of directing someone to a different place or person for information, help, or action.
Stakeholders	A stakeholder is a person, group or organisation with a vested interest, or stake, in the decision-making and activities of a business, organisation or project. Stakeholders can be members of the organisation they have a stake in, or they can have no official affiliation.
Respect	Due regard for the feelings, wishes, or rights of others.

Policy

It is expected of all CARE GARDEN THERAPY PTY LTD workers to act professionally and productively to ensure efficiency for the company. CARE GARDEN THERAPY PTY LTD will be required to inform the public, participants and other stakeholders regarding the services they provide. CARE GARDEN THERAPY PTY LTD will continue to work efficiently to deliver their services and meet the needs of their participants whilst continuing to strengthen and improve their services to meet the growing and changing needs of participants.

Procedure

All workers must interact respectfully with other organisations and will not engage in conversations that may undermine other organisations. When CARE GARDEN THERAPY PTY LTD workers have any concerns about aspects of another organisation that negatively impact participant welfare or CARE

GARDEN THERAPY PTY LTD communication with that organisation, the issue will be given to Management, who will follow the complaints process of that organisation to address the problem.

Referral Support

CARE GARDEN THERAPY PTY LTD displays and provides information on different services and resources for individuals to participate in community organisations; this could include pamphlets, brochures or flyers. Information will be given in a variety of amounts, where appropriate.

This ensures that participants have all relevant information before making any decisions.

CARE GARDEN THERAPY PTY LTD provides information through but not limited to:

- Pamphlets
- Brochures
- Flyers

CARE GARDEN THERAPY PTY LTD is required to create a database including all referrals; this is updated by delivery workers constantly. It is also beneficial when participants have been denied service or wish to leave, as CARE GARDEN THERAPY PTY LTD can suggest services that may better suit the needs of the participant.

Workers must ensure that they are differentiating information for their participants to provide them with the correct information relevant to their needs and services. They must also be sure to communicate in a way that is more suitable for the participant and easy to understand.

Methods to clearly communicate include but are not limited to:

- Writing in simple English
- Presenting content verbally (phone or in-person)
- Using interpreters
- Other forms of support

To guarantee the efficiency of CARE GARDEN THERAPY PTY LTD, workers will ensure they respond to service requests on time (within one working day), committing to the Service Access Policy and Procedure. Referrals will be made within two working days, committing to the Assessment, Planning and Review Policy and Procedure.

To uphold a highly respected reputation, CARE GARDEN THERAPY PTY LTD workers must speak to participants in a professional but compassionate manner, being sensitive to their needs without judgment. CARE GARDEN THERAPY PTY LTD will provide participants with support in finding and making communication with services and facilities.

When providing referrals, workers must consider the participants' incredibly important requirements, the requirements of vulnerable individuals and individuals with complicated needs. CARE GARDEN THERAPY PTY LTD workers will consider the level of distress the individual may have suffered; it may be necessary to ask for assistance from a senior worker prior to referring them to other service providers. Other considerations may include the following:

- Safety issues.
- The age, gender, sexual identity, culture, religion, and ability of the individual and the language and communication needs.
- Additional services the individual is already receiving and from were.

CARE GARDEN THERAPY PTY LTD workers must cooperate with participants and work together to ensure they have selected the correct services and suggested referrals, with a clear understanding of why it would be beneficial for them and any potential challenges they might face. The worker should work with the participant, identifying and discussing ways to solve potential challenges.

Potential challenges include:

- Services Shortages
- Waiting lists
- Lack of information about services
- Lack of transportation
- Cultural or language barriers
- Cost of services
- Lack of capacity

The following information will be given to individuals as required and is included in the Participant Handbook:

- Alternative services
- Referral method
- Feedback and complaints process

To ensure all records and information are accounted for and up to date, CARE GARDEN THERAPY PTY LTD will use Comm Care by Pnyx (CMS) to track service access, refusal and referrals. These records must include the timeframe of actioned and outgoing referrals. If a participant is unhappy with a referral, CARE GARDEN THERAPY PTY LTD should direct them to the feedback and complaints process.

Workers will be helped with the ongoing structured and on-job training and skills development resources to help individuals with significant or complicated cases.

Service Promotion

The Owner/CEO/Director will verify CARE GARDEN THERAPY PTY LTD is found in all appropriate directories, including through the "Find Registered Service Providers" feature on the NDIS website. Doing so will distribute details on CARE GARDEN THERAPY PTY LTD services in the appropriate formats to:

- Local NDIA office
- Local authorities
- Non-government providers
- Agencies
- NDIS Local Area Coordination (LAC) service provider

Social Networking, Communication and Engagement

It is crucial for CARE GARDEN THERAPY PTY LTD to monitor and continue to improve services and scaffold participants for future referrals. For efficiency of this, it is beneficial for CARE GARDEN THERAPY PTY LTD's Owner/CEO/Director to create and maintain effective relationships with agencies, local authorities and non-governmental providers.

It is crucial for CARE GARDEN THERAPY PTY LTD to create a mutually respected relationship with both Aboriginal and Torres Strait Islanders and Cultural and Linguistically Diverse (CALD) services, ensuring they are able to recognise and address participants' needs. CARE GARDEN THERAPY PTY LTD must assist and guide workers, ensuring they have all the necessary training to meet the needs of participants from all different backgrounds. By being sensitive to and educated about diversity, participant results, customer service, and overall organisation will be enhanced.

Regarding any service providers that CARE GARDEN THERAPY PTY LTD works with, including the continuous cycle of creating, reviewing, and modifying agreements. The Owner/CEO/Director is responsible for ensuring the cycle is maintained, as well as establishing relationships, guidelines, and responsibilities.

Interagency meetings or events are excellent networking opportunities for workers to further educate themselves about various services and referral possibilities, as well as potentially improve the services offered by CARE GARDEN THERAPY PTY LTD. Any changes or communications made regarding these interagency meetings or events must be recorded, as said in the Records and Information Management Policy and Procedures.

To ensure that CARE GARDEN THERAPY PTY LTD is the most suitable resource for the company to achieve the best results for participants, they will be reviewed at a minimum annually by the Owner/CEO/Director.

Information Sharing Provisions

To ensure CARE GARDEN THERAPY PTY LTD is following the Information Sharing Guidelines for Registered Community Services, they must be aware of the following rules:

- Seek permission, where possible, prior to communicating information and where this does not place the participant or any other person at risk.
- Prioritise the best interests of children, including the need to protect children from danger, protect their rights and encourage their growth.
- Carry Out trained assessment – use their professional abilities, skills, and experience – in determining what action to take regarding a vulnerable individual.
- Wherever they are not exclusively permitted to disclose information, only share information as authorised by Privacy Legislation, see CARE GARDEN THERAPY PTY LTD's Privacy and Confidentiality Policy and Procedure.
- Ask a senior worker if they are unsure of what to do.

Documentation

Documentation on referrals shall be used to ensure the continuous improvement of CARE GARDEN THERAPY PTY LTD. To ensure CARE GARDEN THERAPY PTY LTD is effectively tracking service access and refusal, and referral information, they will be recorded in the participant management system. CARE GARDEN THERAPY PTY LTD will evaluate its efficiency against its criteria for responding to requests for knowledge and referrals for action on a six-monthly basis. This is to guarantee the individual's needs are addressed in a reasonable time that continues to support the urgency of their needs. Though it is the responsibility of the delivery worker to update the Referral Database of CARE GARDEN THERAPY PTY LTD regularly, Management must officially review the Referral Database every six months to ensure the information it contains is current and relevant.

Multiple Services

One service may not be sufficient for all participants; therefore, CARE GARDEN THERAPY PTY LTD should intend to offer each participant all relevant services that will benefit them in their current position, ensuring they are given the relevant information alongside the service. Information on the outcome of referrals will be monitored via the Participant Management Plan of CARE GARDEN THERAPY PTY LTD and in the file of the participant. Furthermore, it will be recorded following the Record and Information Management Policy and Procedure.

Supporting Documents

Documents relevant to this policy and procedure include:

- Records and Information Management Policy and Procedure
- Assessment, Planning and Review Policy and Procedure
- Service Access Policy and Procedure
- Decision-Making and Choice Policy and Procedure
- Privacy and Confidentiality Policy and Procedure
- Feedback, Compliments and Complaints Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, other stakeholders, and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 4.6 Service Delivery and Participation Policy and Procedure

Purpose and Scope

This policy and procedure outline the standards and expectations of CARE GARDEN THERAPY PTY LTD when delivering quality care service to all participants. CARE GARDEN THERAPY PTY LTD will implement the necessary measures and practices within their framework to ensure the core values of CARE GARDEN THERAPY PTY LTD are upheld when delivering services to participants.

CARE GARDEN THERAPY PTY LTD understands and recognises the importance of providing CARE GARDEN THERAPY PTY LTD's workers with guidelines that achieve the most effective, sufficient and safe delivery of quality care.

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Independence	Free from outside control; not subject to another's authority. Not depending on another for livelihood or subsistence.
Provision	The action of providing or supplying something for use.
Kinship	Kinship refers to these bonds, and all other relationships resulting from them. Thus, the institution of kinship refers to a set of relationships and relatives formed thereof based on blood relationships (consanguineal) or marriage (affinal).
Competence	The ability to do something successfully or efficiently.
Auslan	Auslan is short for Australian sign language, a language developed by and for Australians who are deaf or hearing impaired. It's a visual form of communication that uses hand, arm and body movements to convey meaning.

Legally Binding	A legally binding agreement is a contract between two parties that outlines specific rules or restrictions. Legally binding agreements can be used in official legal proceedings. Both parties must accept the terms in the contract for the agreement to be legally binding.

Policy

The purpose of this policy is to ensure CARE GARDEN THERAPY PTY LTD's workers promote and encourage participants to participate in their community actively. All workers of CARE GARDEN THERAPY PTY LTD providing care for participants should also support participants in maintaining individuality and their development of skills.

CARE GARDEN THERAPY PTY LTD aims to encourage a service delivery approach that solely focuses on participants and their needs. Workers of CARE GARDEN THERAPY PTY LTD should aim to maintain participants' associations with families, friends, and communities.

CARE GARDEN THERAPY PTY LTD aims to implement quality service delivery that promotes the well-being of all participants and aims at achieving the participants' personal best. To do this, CARE GARDEN THERAPY PTY LTD and its workers will encourage all participants to maintain individuality and develop the necessary skills to maintain independence. Workers will also encourage all participants to engage in activities within the community that allow them to develop skills that are used daily, such as problem-solving and communication skills.

Principles and Guidelines of Service Delivery

CARE GARDEN THERAPY PTY LTD and its workers recognise and understand the importance of enforcing non-discriminatory, unbiased, and least-intrusive practices implemented within the framework of CARE GARDEN THERAPY PTY LTD to ensure no individual is neglected.

To achieve this to a great extent, CARE GARDEN THERAPY PTY LTD will be sure to include Aboriginal and Torres Strait Islanders (ATSI) and Culturally and Linguistically Diverse (CALD) people. By doing so, CARE GARDEN THERAPY PTY LTD is able to show its support and dedication to the ATSI and CALD community.

CARE GARDEN THERAPY PTY LTD recognises and understands the importance of ensuring the principles of service delivery are thoroughly implemented within the practices of CARE GARDEN THERAPY PTY LTD. By doing so, CARE GARDEN THERAPY PTY LTD and its workers will be able to provide the most effective delivery of quality care to all participants while encouraging independence and the development of skills.

To identify the specific needs wants, and requirements of the individual, CARE GARDEN THERAPY PTY LTD will utilise a specific approach that focuses on the strengths of the participants. This ensures that participants recognise and understand the importance of kinship and family.

The participant's needs, aspirations, abilities, and level of independence should become clear and evident as a result of utilising this approach. Workers of CARE GARDEN THERAPY PTY LTD will guide participants' development of individuality by undertaking regular reviews of the participant's progress and developing new plans to improve. These will be monitored through regular assessments.

Management will ensure to employ culturally skilled individuals with varying qualifications and life experiences to ensure there is a wide range of personnel available to participants. By employing individuals with significant differences, CARE GARDEN THERAPY PTY LTD is able to ensure all participants are receiving the services and quality care they require.

CARE GARDEN THERAPY PTY LTD understands the importance of delivering services of care in a way that adheres to the participant's rights, makes them feel safe and secure while at CARE GARDEN THERAPY PTY LTD, and supports the individuality of each participant.

Workers should always aim to show their utmost respect for all individuals while delivering these services of care and encourage participants to engage in activities that allow them to pursue their aspirations and desires. To ensure this is achieved, CARE GARDEN THERAPY PTY LTD will ensure all participants have the opportunity to make decisions in all aspects of their personal lives and the delivery of service they require.

It is the responsibility of Management to identify and provide referrals to additional services where appropriate. This should be done in conjunction with CARE GARDEN THERAPY PTY LTD‘s Providing Information, Advice and Referrals Policy and Procedure.

There are certain circumstances in which CARE GARDEN THERAPY PTY LTD may be obligated to provide a referral to additional services. Below outlines these circumstances, however, these are not limited to:

- Outdoor Activities
- Housing options that are suitable for the individual
- Beneficial community programmes (E.g., Culture related activities)
- Occupation
- Schooling
- Transportation Via Trains, Trams or Bus
- Physical and Mental Health
- Leisure activities (E.g., sporting events, socialising events)

CARE GARDEN THERAPY PTY LTD recognises that the needs of the participants may vary and change over time and will ensure to support and adhere to those needs. CARE GARDEN THERAPY PTY LTD‘s workers will undertake regular assessments and reviews to ensure any significant changes

to the participant's condition are recognised, and the current practices and strategies implemented for the participant can be modified in a way that better suits the participant's needs.

Interpreters and Translation

CARE GARDEN THERAPY PTY LTD recognises and understands that certain participants may struggle to communicate effectively with the workers of CARE GARDEN THERAPY PTY LTD. If the situation arises, CARE GARDEN THERAPY PTY LTD will ensure to provide high-quality resources such as language services that are suited to the needs of the individual and enable effective communication between participants and workers of CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD will include this information in the CARE GARDEN THERAPY PTY LTD Handbook to ensure participants obtain the relevant information regarding the access of interpreters and translators. This information should also be displayed within CARE GARDEN THERAPY PTY LTD‘s facility. CARE GARDEN THERAPY PTY LTD‘s Referral Database will also contain the appropriate information regarding service contact details.

In addition to this, CARE GARDEN THERAPY PTY LTD understands certain unknown circumstances may affect an individual’s ability to communicate effectively, even if they are confident in their English. In these circumstances,CARE GARDEN THERAPY PTY LTD will provide the necessary services to ensure effective communication between CARE GARDEN THERAPY PTY LTD and the individual. Families of the participant should be consulted to determine if an interpreter is required.

To determine if a participant requires an interpreter, CARE GARDEN THERAPY PTY LTD will utilise the following steps as a guideline to come to a decision:

- Evaluate participants’ comprehension of English.
- Undergo an informal interview with the participant.
- Workers of CARE GARDEN THERAPY PTY LTD should aim to gain a thorough understanding of the individual's background.
- Consult with participants' families or advocates to determine if an interpreter or translator is required.

There are certain circumstances in which CARE GARDEN THERAPY PTY LTD is obliged to provide an interpreter or translator for effective and efficient communication between participants and workers of CARE GARDEN THERAPY PTY LTD. Below outlines the circumstances in which participants who are not confident in their English skills will be provided with an interpreter or given the choice to obtain the information in their preferred language.

- When making participants aware of their rights and responsibilities, they must always ensure all participants adequately understand this information. If unable to do so, they should provide the participant with the necessary resources (an interpreter or translator) suitable to their needs to ensure they understand their rights and responsibilities.

- Examples may include informing participants of their right to privacy and required payments.
- It is important for workers to understand and acknowledge the life decisions made by participants. Participants who are unable to communicate these decisions may require an interpreter or translator to ensure workers are able to understand the information. In addition to this, it is crucial for participants to be able to comprehend important information to support their choices.
- Examples may include forms relating to medication, the administration of medication if a participant requires a referral and more.
- If a participant is required to provide informed consent, they must ensure all participants are aware and understand what they are consenting to. Participants who have minimal English skills would require a translator or interpreter to ensure they understand what is required of them.
- Examples of this may include the release of information, guardianship, treatment and administration of medication.

CARE GARDEN THERAPY PTY LTD recognises and understands that some participants may have no English skills at all or may use AUSLAN to communicate with others. In this situation, CARE GARDEN THERAPY PTY LTD is expected to provide participants with the use of a professionally accredited interpreter, which is free of charge. CARE GARDEN THERAPY PTY LTD welcomes participants to request a preferred interpreter that is professionally accredited.

Only a professionally accredited translator or interpreter can assist if a participant requires the translation or interpretation of important information. Interpreters or translators without professional qualifications are only able to interpret general information.

CARE GARDEN THERAPY PTY LTD recognises the importance of ensuring a qualified interpreter is utilised when providing the participant with important information. Information that is considered important includes, however, is not limited to the:

- Legally binding information
- Consent forms
- Medication forms

Generally, if a participant requests forms or plans of CARE GARDEN THERAPY PTY LTD, an accredited interpreter or translator should be present to ensure the important information is understood.

If CARE GARDEN THERAPY PTY LTD is unable to access an accredited translator or interpreter suitable to the participant at a particular time when it is essential, CARE GARDEN THERAPY PTY LTD can seek assistance from the family or friends of the participant or a worker who speaks another language. If this situation arises, CARE GARDEN THERAPY PTY LTD must ensure the decision and factors influencing the decision must be documented on the participant's record.

However, CARE GARDEN THERAPY PTY LTD must access a qualified interpreter at the earliest opportunity to ensure the participant understands the information and is given accurate information. Persons under the age of 18 cannot be used as an interpreter.

CARE GARDEN THERAPY PTY LTD will utilise an Interpretation and Translating Service, depending on the state, to access qualified Interpreters and Translators suitable to each participant. This organisation provides a variety of options to access its services. They provide on-site interpretation, over-the-phone interpreting, Video interpreting and language translations. Video interpretations are usually used for participants who are deaf or have a hearing impairment and use Australian sign language (AUSLAN) to communicate with others effectively.

Supporting Documents

Documents relevant to this policy and procedure include:

- Providing Information, Advice and Referrals Policy and Procedure
- Feedback, Compliments and Complaints Policy and Procedure
- Privacy and Confidentiality Policy and Procedure
- Assessment, Planning and Review Policy and Procedure
- Decision-Making and Choice Policy and Procedure
- Service Access Policy and Procedure.
- Records and Information Management Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood this Policy and Procedure, I shall comply with this policy and procedure, and that CARE GARDEN THERAPY PTY LTD can change or update the policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review

1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 4.7 Exit and Transition Planning Policy and Procedure

Purpose and Scope

CARE GARDEN THERAPY PTY LTD utilises the Exit and Transition policy and procedure to ensure all participants are being treated equally and fairly when wishing to exit CARE GARDEN THERAPY PTY LTD‘s services.

It presents CARE GARDEN THERAPY PTY LTD with the correct protocols to manage and uphold personal responsibility when participants choose to either exit or transition from services.

CARE GARDEN THERAPY PTY LTD understands that it is the participant's or their advocate/representative’s choice should they wish to alter their services or exit altogether. These participants will be treated with equal respect and dignity by CARE GARDEN THERAPY PTY LTD.

Support will be provided depending on their personal needs and requirements. It is CARE GARDEN THERAPY PTY LTD‘s obligation to ensure participants remain safe and happy throughout their time and service with CARE GARDEN THERAPY PTY LTD.

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Equitable	To be fair and impartial. Dealing fairly and equally with all concerned an equitable settlement of the dispute
Discretion	The quality of behaving or speaking in such a way as to avoid causing offence or revealing confidential information.
Appeal	To make an appeal means to make a serious, urgent, or heartfelt request.
Transition	The process or a period of changing from one state or condition to another.

Policy

Participants can withdraw their need for services at any point, depending on their service agreement. Termination of services will not affect future access to CARE GARDEN THERAPY PTY LTD services. Exit protocols will be reasonable and understandable and will respect participant interests, ensuring the protection and safety of workers, participants, facilities, and services. CARE GARDEN THERAPY PTY LTD will communicate with other services to enhance provisions for exit or transition to satisfy the people's needs.

Worker Responsibilities

Workers are responsible for recognising, defining, and providing Management with recommendations for continuous improvement as soon as they are established—for example, the need for new policies and procedures.

Management Responsibilities

CARE GARDEN THERAPY PTY LTD‘s Management is solely responsible for the oversight of participant exit, transfer and transition. It is also their responsibility to ensure that workers utilise the right protocols when assisting participants. This may require the following, however, is not limited to:

- Conducting one-on-one training sessions if required.
- Providing direct supervision to ensure correct procedures are utilised.
- Provide competency assessments to ensure all knowledge is updated with the set-out standards.
- Requesting feedback from participants or their related personnel to understand if their requirements, needs, and preferences are met.
- Take into consideration the health care risks that may require hospitalisation with regards to transitions that may be temporary and assist the participant with the same before conducting temporary or permanent transitions.

Management is responsible for the regular review of policies and procedures to maintain consistency with legislative requirements and to recognise the potential needs of the CARE GARDEN THERAPY PTY LTD. Annually, management must measure the efficiency of the CARE GARDEN THERAPY PTY LTD against the Continuous Improvement Plan.

Owner/CEO/Director Responsibilities

The Owner/CEO/Director has complete responsibility for enforcing this policy and procedure and performing internal and external reviews and audits as per the Internal Review and External Audit Schedule.

- Participants, their families, friends, carers and advocates create a key component of these reviews and audits.
- Owner/CEO/Director may also take the role of a manager.

Procedure

Participant Requested Termination

Depending on the service agreement, participants can withdraw earlier than their end date; however, two weeks' notice must be given. CARE GARDEN THERAPY PTY LTD will give ongoing support and guidance to all participants in need of an advocate or other outsourced service. In conjunction with the Continuous Improvement Policy and Procedure, service exists, and referral documentation will be tracked in CARE GARDEN THERAPY PTY LTD's Participation Management System. CARE GARDEN THERAPY PTY LTD understands the requirement to conduct service termination fairly and respectfully. This applies to both temporary and permanent transitions.

Service Termination

Participants will be informed of their rights and responsibilities as part of CARE GARDEN THERAPY PTY LTD's entry process. The following points are provided to participants/followed by CARE GARDEN THERAPY PTY LTD with terminated services:

- Exit interview.
- Get participant feedback.
- Steps for potential re-access.
- Reasons will be given if the participant is asked to leave or when they will be back in case of a temporary transition.
- Termination of service.
- Communication must be made prior to termination.

Reasons for terminating a participant's service:

- The participant is unwilling to work towards agreed goals.
- Other individuals may be at risk of harm from the participant.
- Financial criteria not met.
- Health changes (too great of a level of care) not provided by services.

Transition Planning

CARE GARDEN THERAPY PTY LTD may also be required to participate in transition planning activities. Management is responsible for directing and navigating a participant's transition if sought upon by the participant, their family, advocate or representative.

In this case, CARE GARDEN THERAPY PTY LTD will:

- Consult with participants to discuss various services that suit their needs.
- Provide information to service providers to initiate transition after confirmation and permission from the participant.
- Create an exit plan and establish timelines.
- Provide guidance and support throughout the leaving process.

Temporary Transitions and Risk Management

Where a participant requires a temporary transition, such as hospitalisation, respite, or other short-term supports, CARE GARDEN THERAPY PTY LTD will work collaboratively with the participant and relevant stakeholders to ensure a coordinated approach. This includes developing a temporary Exit Plan that considers health and safety risks, continuity of care, and the participant's preferences.

Identified risks will be documented in accordance with CARE GARDEN THERAPY PTY LTD's Risk Management Policy and included in the participant's Exit Form under the "Risks Associated with Transition" section. The plan will outline responsible parties, agreed actions, and timelines to manage the transition effectively. The plan will also be reviewed if circumstances change, in consultation with the participant and their support network.

Documentation

All participant-related information will be recorded, protected, and stored in compliance with the Policy and Procedure for Records and Information Management of CARE GARDEN THERAPY PTY LTD. In conjunction with the Records and Information Management Policy and procedure, all documents and data that have been created and applied by CARE GARDEN THERAPY PTY LTD will continue to be owned by CARE GARDEN THERAPY PTY LTD. However, documents created to support participants throughout their services will be returned to them, CARE GARDEN THERAPY PTY LTD will keep copies documented. CARE GARDEN THERAPY PTY LTD must also abide by the Privacy and Confidentiality Policy and Procedure when applicable.

CARE GARDEN THERAPY PTY LTD, where relevant, will work collaboratively with participants to identify any risks to ensure needs are best met. CARE GARDEN THERAPY PTY LTD will ensure that an Exit Plan must be agreed upon with the participant and, with their informed consent, any other stakeholders. CARE GARDEN THERAPY PTY LTD will ensure that this plan contains identified timeframes outlining actions and those responsible for implementing the actions. This is reflected within the participant Exit Form under the Risks Associated with Transition.

Appeal

Participants are eligible to appeal if their services have been terminated by CARE GARDEN THERAPY PTY LTD; appeals will need to be submitted in writing and sent to the Owner/CEO/Director so that the CARE GARDEN THERAPY PTY LTD will make a final judgment. CARE GARDEN THERAPY PTY LTD will continue to give guidance and assistance in services if the appeal is successful. However, if it is unsuccessful, reasoning will be given in writing.

If the appeal of a participant is successful, they will be assisted in continuing to access CARE GARDEN THERAPY PTY LTD services. If participants are unhappy with the outcome of their appeal, they should be directed to the Feedback and Complaints Management Policy and Procedure of CARE GARDEN THERAPY PTY LTD.

Service Re-Entry

Once a participant exits a service provided by CARE GARDEN THERAPY PTY LTD, they are given one month to change their mind without having to go through the entire process again; after this, the initial process will be required.

Supporting Documents

Documents relevant to this policy and procedure include:

- Privacy and Confidentiality Policy and Procedure
- Feedback, Compliments and Complaints Policy and Procedure
- Service Access Policy and Procedure
- Providing Information, Advice and Referrals Policy and Procedure
- Records and Information Management Policy and Procedure
- Decision-Making and Choice Policy and Procedure

Quality Management

Process Improvement

The transition process will be regularly reviewed and improved based on feedback from the participant, their family, support networks, and relevant stakeholders involved in the transition. This feedback will be carefully assessed to identify areas for improvement, ensuring that any challenges faced during the exit process are addressed.

The goal is to refine and enhance future exit planning and support, making the transition smoother and more tailored to the needs of each individual participant. Additionally, the effectiveness of the transition

process will be monitored over time, and adjustments will be made to ensure that participants continue to receive the necessary support during and after their exit from CARE GARDEN THERAPY PTY LTD.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire Policy will be reviewed in consultation with people using the service, their families, carers and workers every year. All activities related to service planning, delivery, and evaluation service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

Section Five - Occupational Health and Safety

CM. 5.1 Fairness, Prejudice, and Workplace Harassment Policy and Procedure

Purpose and Scope

CARE GARDEN THERAPY PTY LTD utilises the Fairness, Prejudice and Workplace Harassment policy and procedure to promote the health, safety and well-being of all persons related to or within the workplace of CARE GARDEN THERAPY PTY LTD. Any workers must operate according to all set-out protocols to ensure fairness and equality are continuously provided.

This policy and procedure aim to provide CARE GARDEN THERAPY PTY LTD with the appropriate guidelines to ensure all workers are treated with respect and dignity and have equal opportunity regardless of other circumstances or presentations.

This extends to all workers and meets relevant laws, regulations and standards.

Definitions

Prejudice	Preconceived opinion that is not based on reason or actual experience.
Sexual Discrimination	When someone is treated less favourably than a person of the opposite sex would be treated in the same or similar circumstances.
Ethnic Discrimination	Discrimination based upon a person's immigration status, ancestry or culture or country of origin and a person's ethnicity.
Disability Discrimination	When you are treated less than or put at a disadvantage purely based on having a disability
Age Discrimination	Age discrimination in employment occurs when an employee or prospective employee is subject to unfair or different treatment in respect of his or her employment on the ground of age.

Fairness/equity	Impartial and just treatment or behaviour without favouritism or discrimination.
Sexual Harassment	Behaviour that is characterised by the making of unwelcome and inappropriate sexual remarks or physical advances.
Workplace Harassment	Workplace harassment is the belittling or threatening behaviour directed at an individual worker or a group of workers.

Policy

Utilising various policies and procedures, such as Human Resources, Workers Code of Conduct and Feedback, Compliments and Complaints, CARE GARDEN THERAPY PTY LTD must ensure that all workers contribute to a safe, positive, and fair environment. CARE GARDEN THERAPY PTY LTD will make relevant changes to provide a positive work environment. CARE GARDEN THERAPY PTY LTD is an equal opportunity provider, meaning they must ensure they abide by state and federal laws surrounding equal opportunity.

Procedure

CARE GARDEN THERAPY PTY LTD must ensure that they are regularly monitoring and adapting their systems to meet the standards of the Equal Employment Opportunity (EEO). These can be but are not limited to workplace and education advancements, wages, end-of-employment policies, evaluation policies and complaint policies.

All-Encompassing Language

Workers must ensure that when composing any documents, they must not contain any form of racism or sexist terms. All documentation must be inclusive regarding a person’s sex or race. Workers must strive to use non-binary pronouns, such as them, they're, and they, to limit any conflicts and judgements passed on to workers. The exclusion of male-dominant terms will also support a non-sexist work environment.

Harassment

Any form of harassment within the workplace against another worker or public participant will not be accepted. If a worker has been found responsible for any harassment issues, they may be subject to consequences regarding their employment in conjunction with CARE GARDEN THERAPY PTY LTD‘s

Human Resources Policy and Procedure. Types of harassment include racial abuse, sexual harassment, transgender or homosexual maliciousness and slander regarding HIV/AIDS.

Incorrect Operation

Any violations of this policy and procedure should be communicated immediately to the Owner/CEO/Director or, if not practical, the management team. Violations will be handled critically and securely to limit consequences. If a worker believes that they have experienced some form of harassment or discrimination, after communicating to the Owner/CEO/Director, they must fill out and submit an official complaint, which the Owner/CEO/Director will view in conjunction with the Disputes and Grievances Policy and Procedure. Concerning the Incident Management Policy and Procedure, the matter should be handled swiftly and efficiently.

Discrimination

Workers must not discriminate against or based on:

- Disability
- Workplace Union
- Age and Gender
- Sexual Orientation
- Pregnancy
- Skin Colour, Race or Ethnicity
- Political and Religious Ideologies

Supporting Documents

Documents applicable to this policy and procedure are:

- Disputes and Grievances Policy and Procedure
- Staff Code of Conduct

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and care, and carers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 5.2 Work Health and Safety Policy and Procedure

Purpose and Scope

The Work Health and Safety Policy and Procedure are utilised and implemented throughout CARE GARDEN THERAPY PTY LTD to ensure that the optimal health, safety, and well-being of all related personnel are present at all times. It also clearly describes how CARE GARDEN THERAPY PTY LTD develops a strategy aiming to minimise health and welfare risks for all CARE GARDEN THERAPY PTY LTD workers, participants, their families and visitors. It is the responsibility of CARE GARDEN THERAPY PTY LTD to comply with and fulfil regulatory and cultural obligations. The Work Health and Safety Policy and Procedure established within CARE GARDEN THERAPY PTY LTD details the commitment of CARE GARDEN THERAPY PTY LTD to enforcing and supporting health and safety for all participants and providing excellent operating strategies for health and safety.

The phrase Work Health and Safety varies across the individual states of Australia and has different characteristics for each state. Irrespective of the state in which CARE GARDEN THERAPY PTY LTD operates, this policy and procedure will use the quotation "Work Health and Safety".

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Biological Hazard	A biological hazard, or biohazard, is a biological substance that poses a threat to the health of living organisms, primarily humans. This could include a sample of a microorganism, virus or toxin that can adversely affect human health. A biohazard could also be a substance harmful to other animals.
Workplace	A place where people work, such as an office or factory.
Personal Protective Equipment	It is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection.

Safety	Being protected from harm or other non-desirable outcomes. Safety can also refer to the control of recognised hazards to achieve an acceptable level of risk.
Health	Health is a state of physical, mental, and social well-being in which disease and infirmity are absent.

Policy

CARE GARDEN THERAPY PTY LTD‘s principal component when delivering care and services is to ensure all participants, workers, children, adolescents, volunteers and other relevant bodies' health, safety and well-being. CARE GARDEN THERAPY PTY LTD is committed to maintaining an adequate environment for all individuals who utilise CARE GARDEN THERAPY PTY LTD‘s facilities, premises and services. All surrounding environments must be eliminated from any potential disease, injury, illness or incidents.

If a participant is to face an accident or illness in connection with the services delivered by CARE GARDEN THERAPY PTY LTD, a Participant Incident Management Policy and Procedure is in place and will protect and maintain the participant's rights in agreement with this policy.

CARE GARDEN THERAPY PTY LTD does not require its workers to conduct any job believed dangerous and, therefore, does not want its participants to conduct unsafe practices or working conditions. CARE GARDEN THERAPY PTY LTD recognises that communication and consultation with its workers and participants are vital for the identification, acknowledgement and resolution of any future risk. CARE GARDEN THERAPY PTY LTD Management must ensure that workers are able to recognise any type of work considered dangerous and that all participants receiving services do not accept hazardous job procedures or service environments.

Worker Responsibilities

- All workers must adhere to and execute all work health and safety obligations developed by CARE GARDEN THERAPY PTY LTD.
- Workers will complete all training and induction programmes for Work Health and Safety. Workers will not be allowed to perform tasks or duties unless they are considered competent.
- Workers will need to ensure that their actions or lack of ability to act will not put themselves or other CARE GARDEN THERAPY PTY LTD‘s workers at risk. This is in cooperation with all relevant Work Health and Safety laws and procedures introduced by CARE GARDEN THERAPY PTY LTD and put into this policy and procedure review.
- Workers must take responsibility for their own safety at all times.
- Workers, along with other relevant personnel, will receive knowledge and training of correct health and safety information, guidance and supervision, and workers shall ensure that these

participants are not exposed to health and safety risks arising from the procedures of CARE GARDEN THERAPY PTY LTD.

Accountability of CARE GARDEN THERAPY PTY LTD‘s workers:

- Workers must follow all reasonable guidelines, safe working procedures and legislation and take responsibility for their own health and safety and not endanger the safety of any other individual.
- Workers will be required to report all accidents, incidents or near-misses as quickly and efficiently as possible and any risks or concerns related to the health and safety of any CARE GARDEN THERAPY PTY LTD participant.
- CARE GARDEN THERAPY PTY LTD workers will be responsible for the requirements for involvement in the health and safety procedures of CARE GARDEN THERAPY PTY LTD and for supporting a health and safety culture that is beneficial to continuous improvement.

Owner/CEO/Director Responsibilities

- Introducing and implementing CARE GARDEN THERAPY PTY LTD's effective Work Health Safety services. They also must take into consideration the size and extent of the services it presents.
- Regularly monitor and review the health and safety effectiveness of CARE GARDEN THERAPY PTY LTD to identify any changes.
- Working closely and engaging with workers and participants on concerns of health, safety, and well-being that may affect them.
- Presenting health and safety guidance and information for all workers to conduct their duties in a safe manner.
- Providing workers with the appropriate personal protective equipment (PPE).
- Providing adequate financial resources to maintain the efficient operation of health and safety.
- Development and reviewing of work policies and procedures. All relevant work-safe policies and procedures should be incorporated.
- Handling risks to the extent that they are adequately practicable by removing or reducing them.
- Reporting and investigating all accidents and incidents.
- Handling risks to the extent that they are adequately practicable by removing or reducing them.

The Owner/CEO/Director must:

- Display the Work Health and Safety Policy and Procedure in a clearly visible position within CARE GARDEN THERAPY PTY LTD‘s facilities.
- Revise and correspond with alterations in the Work Health and Safety laws and procedures and ensure that they are communicated to workers, participants and other participants if necessary.
- Assign workers to handle the Work Health and Safety duties and processes.

- Ensure and organise training programmes for all workers to ensure they are competent in all of CARE GARDEN THERAPY PTY LTD‘s Work Health and Safety procedures.
- Ensure workers understand how to recognise risks.
- All workers must be communicated with all OH&S occurrences and issues. Known or potential hazards should be recognised and made known. Establish actions and decisions of ways in which will assist and manage risks to health and safety.
- Changes planned at CARE GARDEN THERAPY PTY LTD that could affect the health and safety of participants.
- Not discriminate against the health and safety of workers and allocate sufficient funds to monitor any identified hazards.

The CEO/ Director is responsible for supervising all present and future work health safety tasks of CARE GARDEN THERAPY PTY LTD. The following information is the requirements that the CEO/ Director must maintain responsibility for; however, it is not limited to:

- Ensure that all relevant equipment that is utilised by CARE GARDEN THERAPY PTY LTD‘s workers remain in accordance with the safety standards and is a regulatory review to ensure there are no potential hazards or risks.
- Ensure that all established work health and safety protocols are being adhered to by workers.
- Maintain and ensure that all appropriate and relevant licenses, registration and permits are in accordance with the current work health and safety standards and regulations.

Procedure

The Work Health and Safety Procedures outlines the correct and adequate measures which all personnel-related CARE GARDEN THERAPY PTY LTD must understand, comply and implement. Induction and training programmes must be offered to the workers of CARE GARDEN THERAPY PTY LTD to ensure they are competent in recognising and managing work health and safety issues.

It is the responsibility of CARE GARDEN THERAPY PTY LTD‘s Owner/CEO/Director to maintain all work health and safety procedures within operations of care and services. Where there are surfaced Work Health and Safety issues within CARE GARDEN THERAPY PTY LTD, the Owner/CEO/Director is accountable for ensuring this has been communicated to all workers, participants and relevant personnel. Where a worker has recognised a hazard within CARE GARDEN THERAPY PTY LTD that has not yet been addressed, then it is their responsibility to ensure that the issue has been made known and immediately be reported to the Owner/CEO/Director. They will then be expected to document all witnessed incidents and safety concerns in the Incident Forms. CARE GARDEN THERAPY PTY LTD encourages all workers to submit suggestions, feedback and complaints regarding the current work health and safety measurements. Where there are any concerns based on CARE GARDEN THERAPY PTY LTD‘s actions regarding Worker's Health and Safety systems, then workers' feedback will be submitted into CARE GARDEN THERAPY PTY LTD‘s Risk Register. These concerns will be regularly reviewed and will be tracked for progress results. The only authorised personnel to track and review workers' concerns is the Owner/CEO/Director. It is also important that the recognised safety concerns

are included in CARE GARDEN THERAPY PTY LTD‘s Continuous Improvement Register where applicable.

Where there are any past, current or future work health and safety apprehensions of CARE GARDEN THERAPY PTY LTD, it is the responsibility and duty of care for the Owner/CEO/Director to communicate these issues clearly to all personnel. The Owner/CEO/Director will conduct these meetings on a three-month basis to ensure that all workers and participants receive the most up-to-date information and potential amendments to current work health and safety procedures. Any concerns deemed a high-risk scenario must be immediately attended to and resolved as efficiently as possible.

Relevant Personnel of CARE GARDEN THERAPY PTY LTD

Relevant personnel are considered workers, volunteers, participants and their family members or advocates that are receiving care and services of CARE GARDEN THERAPY PTY LTD. All of the listed above individuals must have thoroughly read, understood and acknowledged this policy and procedure. It is the expectation of all personnel to comply with and implement work health and safety obligations and standards. Particularly, the participants will comply with all the Work Health and Safety legislation and guidelines implemented by CARE GARDEN THERAPY PTY LTD, which involves supplying all the relevant personal information and enabling the required risk assessment to be carried out.

Delivering Care and Services on a Participant's Premises

Participants who are receiving NDIS Supports of CARE GARDEN THERAPY PTY LTD must have completed, reviewed and submitted their Risk Assessment. CARE GARDEN THERAPY PTY LTD‘s Risk Management Policy and Procedure.

Management of Work Health and Safety

CARE GARDEN THERAPY PTY LTD will assign multiple authorised personnel who will act as a management committee to ensure all work health and safety aspects of CARE GARDEN THERAPY PTY LTD are being implemented, adhered to and maintained. They will be responsible for ensuring communication with all workers regarding relevant work health and safety information. They will converse with the workers in CARE GARDEN THERAPY PTY LTD who are deemed to be most affected by potential health and safety concerns. This is to ensure that all hazards and risks are identified and assessed. Required measures and actions will be established to ensure the health, safety and well-being of all personnel.

CARE GARDEN THERAPY PTY LTD‘s Work Health and Safety Committee

The CEO/ Director of CARE GARDEN THERAPY PTY LTD will establish a Work Health and Safety Committee that will incorporate selected workers. The principal for developing this committee is to ensure that CARE GARDEN THERAPY PTY LTD provides an adequate working environment that is

free from potential risks and hazards to a person. The members of this committee will be actively engaged in all work health and safety concerns of both workers and participants.

CARE GARDEN THERAPY PTY LTD's Work Health and Safety Committee will be required to conduct monthly meetings. In these meetings, all work health and safety concerns will be addressed and reviewed. An assessment of the previous meeting will be conducted to highlight the progress. It is also to ensure that all the necessary actions are conducted, and nothing is missed. It is also essential that the committee is to conduct all risk assessments that are required and ensure that the risk register correctly reflects all of the actions that occurred. If any amendments have been made to any work health and safety regulations and legislation, then this must be addressed. If there have been newfound concerns regarding hygiene and safety that have been submitted in the duration of the previous meeting, then this must be addressed and discussed.

Health and Safety Representatives

Workers have the right to ask CARE GARDEN THERAPY PTY LTD to provide the company with a Health and Safety Representative (HSR). If this is asked by more than one worker, CARE GARDEN THERAPY PTY LTD will then implement it. CARE GARDEN THERAPY PTY LTD is required to provide the HSR with the relevant training needed for the work environment and inform the State Regulator. All workers are still expected to comply with health and safety regulations, regardless of an HSR.

Work-Related Stress

CARE GARDEN THERAPY PTY LTD is required to be aware of stress in the workplace and take precautions to limit workers' stress. Areas that may cause a worker's stress include excessive amounts of work, exposure to negative incidents, emotional attachment to participants, poor management assistance and not enough information about their role. The Owner/CEO/Director will conduct risk assessments to identify stress in the workplace; they will consider workers' commitment, participant feedback, motivation in the workplace, worker absences and prior assessments.

Work-related stress refers to a worker's reaction to the workplace and the tasks expected of them. This can be physical, mental, or emotional and may cause a decrease in worker motivation.

Issue Resolution

When an issue or incident occurs, CARE GARDEN THERAPY PTY LTD workers have the right to report it to either management or the Owner/CEO/Director. They will then have a discussion to resolve the situation; they may consider the following or more:

- Exactly who is affected?
- The seriousness of the incident.
- What can be done to resolve the issue?
- Who is responsible for the implementation of the solutions?

If a solution is agreed upon, it needs to be documented in CARE GARDEN THERAPY PTY LTD's Incident Management Policy and Procedure. It is the Owner/CEO/Director's responsibility to communicate the resolution to those involved. If no solution is agreed upon or the agreed solution has not worked, anyone involved in the incident can request an independent investigation.

Personal Protective Equipment (PPE)

When working with potential hazards, CARE GARDEN THERAPY PTY LTD is required to ensure all workers are equipped with the necessary PPE.

Electrical Safety

A certified electrician must do any electrical work, including the changing of light bulbs. It is the responsibility of the Owner/CEO/Director to employ an electrician.

A qualified electrician must be employed to complete an inspection, test, and tag electrical equipment in the workplace in accordance with AS / NZS 3760:2010 of all equipment being operated. Equipment not in use cannot be used until an electrician has inspected, tested, and tagged the equipment. All equipment bought second-hand is required to be tested and tagged prior to use on CARE GARDEN THERAPY PTY LTD premises.

Supporting Documents

Documents relevant to this policy and procedure include:

- Risk Management - Risk Management Plan
- Incident Management Policy and Procedure
- Incident Management - Incident Investigation Form
- Incident Management - Incident Report
- Governance - Continuous Improvement Plan

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 5.3 Falls Prevention Policy and Procedure

Purpose and Scope

CARE GARDEN THERAPY PTY LTD implements the Falls Prevention Policy and Procedure to ensure that all potential risks of falls, trips and/or hazardous surroundings are recognised and eliminated on time. CARE GARDEN THERAPY PTY LTD is committed to providing adequate and safe environments for all participants to ensure they receive optimal health and services throughout their experience with CARE GARDEN THERAPY PTY LTD.

This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Prevention	The action of stopping something from happening or arising.
Dexterity	Skill in performing tasks, especially with the hands.
Mobility	The ability to move or be moved freely and easily.
Psychotropic	Relating to or denoting drugs that affect a person's mental state.
Cardiovascular	Relating to the heart and blood vessels.
Analgesic	(Of a drug) Acting to relieve pain.
Polypharmacy	Polypharmacy is the concurrent use of multiple medications by a patient.

Policy

The Falls Prevention Policy is utilised throughout CARE GARDEN THERAPY PTY LTD to ensure adequate and effective safety measures and precautions are put in place to achieve maximum safety of all participants, as well as to eliminate all potential risks of falls or injuries where possible. It is CARE GARDEN THERAPY PTY LTD‘s aim to provide all participants with ideal care and mobility throughout their experience.

CARE GARDEN THERAPY PTY LTD understands the importance of utilising the Falls Prevention Policy and aims to apply the most appropriate and effective measures to control and eliminate any risk of falls that have the ability to cause harm or injury.

Worker Responsibilities

- To recognise, report and manage any falls that may occur.
- To enforce appropriate interventions and techniques to assist participants where required.
- Ensure all surroundings are free from any hazardous objects that could encourage a person to fall.

Management Responsibilities

- To complete a fall risk assessment for each participant on a regular basis or when deemed appropriate.
- To ensure all surroundings are free from any hazardous objects that could cause a person to fall.
- Ensure all workers are taking the necessary measures and precautions to prevent and eliminate any hazards that could encourage a participant to fall or trip.
- Provide education or training to workers regarding the management and intervention of falls or injuries.

Procedure

The Falls Prevention Procedure is implemented within CARE GARDEN THERAPY PTY LTD to ensure all participants are receiving optimal health and care throughout their experience. This procedure specifies the importance of recognising and eliminating all risks and hazards that may lead to a participant experiencing injury or harm due to a fall or trip. CARE GARDEN THERAPY PTY LTD aims to ensure that all surroundings will be free from any falling/tripping hazards. Frequent assessments and examinations will be conducted to identify any new-found hazards or risks that could lead to potential harm or injury.

All personnel within CARE GARDEN THERAPY PTY LTD will be expected and required to assist in the supervision and management of fall risks and potential hazards. They will also be provided with adequate training and information to manage and prevent falls/trips effectively.

It is essential that all participants are prevented and protected from encountering or experiencing any risks of falls that may arise due to a hazard. The following outlines the principles of the Falls Prevention Procedure:

- All participants will be assessed for fall risks and potential hazards, and all information obtained from the assessment will be recorded and stored in the participant's personal file.

- Participant's behaviour will be reviewed and monitored to determine the likelihood of each participant's behaviour initiating a fall or trip. A Registered Nurse will be the authorised personnel who is to complete the initial falls risk assessment.
- Each participant will be communicated to and is expected to engage in the decisions made in relation to managing falls and potential hazards. All information that is required to explain how to prevent falls thoroughly will be offered to participants.
- CARE GARDEN THERAPY PTY LTD aims to involve all participants and encourage them to engage and participate in all fall prevention programmes and exercises CARE GARDEN THERAPY PTY LTD provides.

A physiotherapist may be present and attend the falls risk assessments. This is done to examine the mobility of participants who are more likely to experience a fall or trip. This is to review and create an action plan in accordance with a participant's ability to avoid any falls or tips.

CARE GARDEN THERAPY PTY LTD will maintain supplementary risk assessments if there has been an adjustment to a participant's health condition. This may occur when a participant has fallen, and as a result, the injury has impacted on their health or has caused a change to their pre-existing condition. In addition to this, reviews will be conducted in accordance with advice provided from an external health professional such as a GP or specialist. Post fall, reviews will be conducted annually, especially if there have been no changes to the participant's condition.

It is the responsibility of the Health Care Manager to create and maintain all fall risk management strategies, action plans and measures. However, they will be supported by an enrolled nurse, registered nurse, or any other external body that was contacted to provide assistance to participants.

CARE GARDEN THERAPY PTY LTD aims to ensure certain measures and strategies are implemented to improve the minimisation of potential risks of falls/trips. Implementing strategies to the following areas, CARE GARDEN THERAPY PTY LTD will significantly improve the safety of all participants:

- Walking and Mobility
- Footwear and Care
- Surrounding and Environmental Risks
- Medication
- Vision and Eyesight
- Restraint

Useful Interventions

Various methods and strategies can be utilised to aid in the prevention of participants experiencing falls and trips. The following outlines the specifications that should be monitored in relation to participants:

- Encouraging participants to drink 1.5 litres of fluids a day.
- Ensuring the right footwear is worn for the current surroundings. Examples may be shoes that have a grip sole, no slippers or open-toed shoes.

- Utilisation of handrails around CARE GARDEN THERAPY PTY LTD or in a participant's home to improve the mobility of a participant.
- Ensure any spillages or mopped floors are made aware to all personnel and participants, and wet floor signs are visible to maximize prevention of a fall or trip.
- Remove all objects that are in a place that proposes a potential risk or hazard, including objects that obstruct a walking path.
- Create a non-slip floor in areas that do not have carpets. These locations may include bathrooms, kitchens, laundries, or communal spaces.
- Ensure all participants obtain the necessary equipment to maintain safe mobility. An example of this may be a walking stick, wheelchair, and shower chair.

Management Strategies

WALKING AND MOBILITY – it is essential that all participants are assessed and monitored on their ability to walk and move without struggle, trouble, or pain. This is to ensure that participants are frequently receiving the appropriate amount of exercise. It is encouraged that they participate in daily exercise or where possible.

This is to promote independence within participants as it encourages them to undertake an activity without assistance, thus further preventing the risk of falls or trips by maintaining safe and independent mobility. This will also maintain their dexterity of improvement and strength. It is crucial for participants to utilise the necessary walking aids for the duration of relocating. Different walking aids may include a single-point cane, quad cane, walker, crutches, and a knee walker. All participants will be supported and supervised by personnel in the duration of the mobility process.

FOOTWEAR AND CARE – it is important that all participants are frequently wearing the correct and appropriate footwear. It is crucial that all participants are clearly informed of the footwear requirements and understand what correct footwear entails. Slippers are not encouraged for participants to wear as they offer extremely limited support and increase the risk of falls or trips. To minimise the risks of falls, participants should wear footwear that is in accordance with the following criteria:

- Non-slip soles and laces
- Soft-quality footwear (memory foam shoes)
- Velcro or buckle footwear
- Footwear that contains a supporting collar on the rear end of the shoe

CARE GARDEN THERAPY PTY LTD recognises the importance of maintaining the foot care of all participants. It is the responsibility of the required personnel to ensure that toenails are trimmed and that all potential foot infections are managed and treated effectively. If a participant's foot is deemed as dry and the skin has begun to tear, this may affect the confidence in walking and thus must be dealt with accordingly.

In the circumstance that a participant has dried and cracked feet, a cream solution will need to be applied. However, an excessive amount mustn't be permitted to be applied as it can increase the risk

of slipping. This cream may be over the counter medication that the participant has purchased or specialized prescribed cream. It is fundamentally important to operate in accordance with the manufacturer's instructions if it is safe to do so. Expiry dates should also be checked accordingly.

SURROUNDING AND ENVIRONMENTAL RISKS – All surrounding environments of a participant must not contain any forms of clutter or objects that obstruct a person's pathway. This is to ensure maximum prevention of falls or trips. CARE GARDEN THERAPY PTY LTD aims to take all necessary measures and action plans to manage sudden events as they arise effectively. If in case of a sudden spillage, it is essential that it is attended to promptly and must be cleaned up. It is crucial for personnel to recognise and attend to any potential risks within the environment or surroundings of participants promptly, to minimise the risk of participants encountering any hazards. It also assists in ensuring the workers or attendants themselves are safe.

MEDICATION – it is found that some medications can impact the risk of falls and is commonly known as psychotropic medications (antidepressants and sedatives), cardiovascular medications and analgesic medications. Research shows that more than four medications will increase the risk of falling. Ingesting nine or more medications will not only increase the risk of falls but will increase the risk of cognitive impairment. All personnel and participants must be made aware of the significant risks that are in correlation with Polypharmacy. It is also crucial for all personnel and participants to understand these risks, as well as have the necessary measures and actions put in place to prevent harm or injury if anyone encounters these significant risks. If staff have noticed that a participant is displaying changes in any aspects of their mobility, medical, physical, or cognitive status, then it must be immediately reported to the Health Care Manager. If it is apparent that there has been a change in a participant's behaviour, then an assessment will be arranged, and measures will be taken accordingly.

VISION AND EYESIGHT– Workers should maintain encouragement for participants to have their eyes tested annually. This aims to monitor the quality of eyesight and ensure if there is a significant decline in the participant's vision, effective measures are taken to prevent this from initiating potential hazards. In the event that a participant is required to wear eyeglasses, workers should encourage them to do so. Workers will be responsible for maintaining clean eyewear for participants and ensure correct placement in order to reduce the risk of falls. If a participant suffers from impaired vision, then workers must ensure that all personal belongings are kept at a reachable and safe distance.

RESTRAINT – Usage of restraints such as physical and chemical constraints must be restricted until all other possible measures and actions have not succeeded, and the participant is at serious risk of harm or injury. These measures will only be taken in extreme cases where the participants are at serious risk of falls or slips. The requirement for constraint must fall directly in accordance with the Restraint Policy and Procedure.

Falls Management

In the event a participant has suffered from a fall, there are specific protocols that must be adhered to. The following outlines the strategies for applying care provision:

- Immediately attend to the participant and report to the Health Care Manager. Once the Health Care Manager has been notified about participants' falls or injuries, then it is their responsibility to report and document the events of the fall.
- Apply first aid to the participant and access all potential injuries they may have sustained as a result of the fall or slip.
- If the participant has fallen and is unable to move or get up from the floor, it is essential that no personnel is to lift them or make any attempt to move them. Personnel must then immediately arrange to contact emergency services on 000.
- If a participant can stand autonomously, then personnel will support and guide them to a sitting position. It is important that they are not to lift the participant off the floor.

Ensuring personnel stay with the fallen participant, and frequently assess the vital levels to ensure the participant is conscious and breathing. If the event arises where a participant is unresponsive, personnel are required to contact emergency services on 000 immediately.

An incident/accident report form is completed and submitted to CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD key personnel or will report to the participant's related personnel, advocate, and family member. During this process, it is essential for key personnel to explain the situation in total honesty to the relevant persons.

An assessment will be implemented by the Manager and all personnel to investigate why the fall happened. It will create an action plan on how to resolve and avoid reoccurrence in the future.

Relevant measures and actions will be taken by key personnel to eliminate the hazard or fall risk.

Relevant measures and actions will be taken by all workers of CARE GARDEN THERAPY PTY LTD to eliminate the hazard or fall risk of all persons, including themselves.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Participant - Risk Assessment Form
- Risk Management Policy and Procedure
- Incident Management - Incident Investigation Form

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 5.4 Safety and Security Policy and Procedure

Purpose and Scope

CARE GARDEN THERAPY PTY LTD utilises the Safety and Security Policy and Procedure to ensure all appropriate mechanisms are implemented in order to ensure the health, safety, security and wellness of all workers, participants, visitors, etc. This policy and procedure aim to ensure the safety obligations CARE GARDEN THERAPY PTY LTD must deliver for all workers and interested parties whilst providing a safe and protected career and supporting developmental structure. By CARE GARDEN THERAPY PTY LTD ensuring safety and security within its operation, it will allow for comfortability and safety to be held of the highest value for all persons.

This policy and procedures will abide by all standards, applicable laws and legislations; it should be developed in conjunction with Work Health and Safety (WHS) of the CARE GARDEN THERAPY PTY LTD. This policy and procedure must apply to all workers.

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Safety	The condition of being protected from or unlikely to cause danger, risk, or injury.
Security	The state of being free from danger or threat.
Premises	A house or building, together with its land and outbuildings, occupied by a business or considered in an official context.
Facilities	A place, amenity, or piece of equipment provided for a particular purpose.

Policy

Workers are expected to uphold the standards of this policy to guarantee all precautions are taken regarding the protection of external personnel, workers, participants and personal belongings. The CARE GARDEN THERAPY PTY LTD retains the protection and security of workers and visitors through a wide range of security measures connected to the premises. The security and safety of all workers and guests are accomplished in combination with existing legislation along with work health and safety standards set by CARE GARDEN THERAPY PTY LTD. The office premises will be secured constantly to prevent trespassing. Workers and other interested parties must be able to access all systems within CARE GARDEN THERAPY PTY LTD in a reliable and protected manner at any given time; these areas are always to be maintained.

Procedures

Workers of CARE GARDEN THERAPY PTY LTD

Inductions will provide workers with equipment and information on how to enter CARE GARDEN THERAPY PTY LTD‘s buildings and grounds as part of orientation and training programmes. Workers will be able to access CARE GARDEN THERAPY PTY LTD‘s facilities and car park through the means of a general key supplied to authorised workers. If keys are misplaced or stolen, these incidents must be reported to the Owner/CEO/Director immediately. Workers will be able to access office areas through the means of a general key.

These office areas are accessible by pedestrian walkways for workers, typically located at the front of the premises. The last worker exiting CARE GARDEN THERAPY PTY LTD facilities each day will turn off all the office lights and then lock all doors and windows. The Owner/CEO/Director will approve all entries regarding after-hours/weekend work; this process must be approved prior to work commencing. Access to the office will be secured after 6.00 pm each time they arrive/leave the office.

In addition to the guidelines above, all workers will be provided with the information regarding first to enter and last to leave CARE GARDEN THERAPY PTY LTD facilities, security codes and how to handle security devices.

Entry and Departure from Premises

CARE GARDEN THERAPY PTY LTD headquarters is at 48 Bantry Drive.

Any workers who are the final remaining to leave CARE GARDEN THERAPY PTY LTD must ensure that all windows, or any other accessible entry, are closed and locked. Suppose in the event an individual is unable to seal entrances as they did not have a key at the time. In that case, it is their responsibility to contact the CEO/ Director to notify them of their circumstance.

Parking

Workers will always be encouraged to always lock their vehicles. This is to ensure the safety of personal belongings while undertaking shifts, as CARE GARDEN THERAPY PTY LTD is not liable for stolen property. This should also include securing any other forms of vehicles, such as motorbikes, bicycles and scooters.

Personal Facilities

All people who enter CARE GARDEN THERAPY PTY LTD will be granted access to clean and adequate personal facilities. Personal facilities incorporate the utilisation of sanitary toilets, washing and eating amenities, drinkable water, and a safe and protected location to store personal belongings.

CARE GARDEN THERAPY PTY LTD will make all personnel aware of the location in which they can store their personal belongings.

Damages/ Theft of Facilities or Personal Belongings

In a situation where personal belongings (including workers, guests and any other affected parties) or CARE GARDEN THERAPY PTY LTD‘s facilities have been stolen, or damages have occurred, workers must report to the Owner/CEO/Director immediately, who will take the appropriate steps, including calling authorities or communicating with applicable insurance companies. Workers must have a means of keeping personal belongings safe and secured. Workers can keep their valuables safe by using a lockable storage system to keep all their personal belongings secured. It is also the responsibility of all personnel to ensure their vehicles are locked at all times when becoming unattended.

Visitors

Visitors wishing to enter CARE GARDEN THERAPY PTY LTD‘s grounds must book an appointment prior to then knock on the time of their arrival. All visitors must sign in on the visitor register and sign out upon entering and exiting; the visitor will always need to be accompanied.

Ventilation and Lighting

It is essential that CARE GARDEN THERAPY PTY LTD installs and utilises many lights throughout the premises. This is to ensure that all movements are done so without the risks of falls or injury. It is also significant that CARE GARDEN THERAPY PTY LTD has installed optimal ventilation throughout the facility. This involves the installation of correct doors, windows, heating and air conditioning.

Working Environments

CARE GARDEN THERAPY PTY LTD strives to create an adequate working environment for both participants and workers. This is to ensure comfort and efficiency when delivering care and services.

CARE GARDEN THERAPY PTY LTD's personnel will be trained in house cleaning protocols to ensure the correct standards are being met.

A clean work environment must be maintained consistently to ensure the health and well-being of both participant and worker are being adhered to. It is also important that all floors are kept tidy to ensure the risk of falls, trips and injury are eliminated. Floors must be maintained to minimise any potential obstacles; in the event, an emergency occurs and an individual needs to be attended to immediately.

Requirements of Premises

Electricity-operated doors and barriers must-have safety features to prevent individuals from being struck or trapped. This will be suitably signed to advise about possible dangers. Stairways must have appropriate upper and lower rails, with at least one handrail on each side, to be considered safe for use. Walkways and corridors are to have no obstructions or obstacles placed in them at any given time and must be labelled when needed. Persons requiring mobile assistance (e.g., wheelchair/ mobility scooter or other such items) that wish to access facilities must always have adequate entry and exit points. All entry and exit points are to comply with Australian Standards, including signage, being clearly light and having anti-slip measures in place where needed.

Floors and Other Surfaces

Having the correct installation of floors is essential in maintaining the safety of all personnel. Significantly, all floors that are situated in CARE GARDEN THERAPY PTY LTD are eliminated of risks such as falls, trips and injury. Installing handrails on the walls will assist individuals who are travelling. It is also important that the floors are levelled with no tripping hazards such as cracks in tiles, steps and unlevel floors. It is encouraged that carpets, mats or rugs are installed or utilised when performing tasks that require optimal movements.

General Maintenance

The Manager or the Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD is solely responsible for the oversight and management of General Maintenance within CARE GARDEN THERAPY PTY LTD's facilities. This includes the following, however, is not limited to:

- Performing or delegating cleaning tasks or duties.
- Conducting reviews and examinations on the current presentation of facilities.
- Utilising Risk Assessment Forms and Workplace Inspection Checklists accurately. The following includes all sections which require examination; adequate ventilation, chemical storage, storage facilities, firefighting equipment, furniture, evacuation points, floor covers and lighting.
- Sub-contracting or hiring an external organisation to perform maintenance tasks.
- Ensure workers are competent and trained in recognising risks and hazards that need to be attended to.

All examinations must meet the standard of the CARE GARDEN THERAPY PTY LTD's Internal Review and External Audit Schedule. A maintenance record must be kept on CARE GARDEN THERAPY PTY LTD's premises. After a review of the six-monthly examination checklist, the Manager will provide immediate action required to ensure that any improper condition or threat found is resolved. When a maintenance issue causing an immediate danger is identified, workers will alert their [Owner/CEO/Director or delegate] and eliminate the hazard where possible. The Owner/CEO/Director will contact the appropriately qualified technician if any maintenance issue requires immediate attention.

The recommended repair guide will either be an important word document or an exercise book; it must document the issue raised, the action taken, submitted and the date. Larger corporations may have maintenance reporting issues that can be processed online. All Risk Management Plans, fire safety, construction/machinery maintenance and security structure Risk Management Plans are the responsibility of the Owner/CEO/Director to establish. Refer to CARE GARDEN THERAPY PTY LTD Policy and Procedure on Emergency Planning for guidance.

Workers can notify a director or senior worker of a maintenance/repair problem in person or via email, CARE GARDEN THERAPY PTY LTD will keep track of the repairs using their Maintenance Register.

Noise Control

A consistent and appropriate level of noise must be maintained frequently throughout CARE GARDEN THERAPY PTY LTD to ensure the comfort of all related personnel. The Standards Association of Australia has established a guide in which CARE GARDEN THERAPY PTY LTD's internal and external volume must not exceed. As stated, the noise level of CARE GARDEN THERAPY PTY LTD should be maintained at all times. According to the guidelines, an optimal volume capacity level is 140 dB(C).

CARE GARDEN THERAPY PTY LTD will strive to maintain all noise levels below 50 dB(A) when the working environment is at a stable and minimum activity. When care and services are at an optimum, and there is a high pace of activities and tasks that need to be completed, then it is appropriate for CARE GARDEN THERAPY PTY LTD to possess a noise level at 70 dB (A). However, CARE GARDEN THERAPY PTY LTD will frequently and actively aim to maintain all volume levels at a minimum. If noise creates distress, the Owner/CEO/Director should be reported to by workers, attendees and other stakeholders, and alternatives for reducing noise/ where providing PPE can be identified.

For workers, CARE GARDEN THERAPY PTY LTD ensures all workers are away from the damaging effects of high pollution noise. CARE GARDEN THERAPY PTY LTD and its workers refrain from the use of headphones or earphones during shift times, which can negatively impact a person's hearing function.

Emergencies and Emergency Drills

Should CARE GARDEN THERAPY PTY LTD be required to perform an evacuation, emergency or fire drill, workers will assist all individuals to evacuation points by safe and secure methods. Any emergency procedures and exercises will be supervised by the CARE GARDEN THERAPY PTY LTD‘s allocated fire warden. All individuals and workers must comply with all instructions throughout this process. For more information regarding emergency events/planning, refer to CARE GARDEN THERAPY PTY LTD‘s Emergency Planning Policy and Procedure. This allows all workers to establish correct procedures should a serious event occur.

Inductions

Inductions will provide workers with necessary training and education that provides information on how to enter CARE GARDEN THERAPY PTY LTD‘s establishment and grounds.

Supporting Documents

Documents relevant to this policy and procedure include:

- Incident Management Policy and Procedure
- Participant Safe Environment Risk Assessment
- Incident Management Policy and Procedure
- Participant - Risk Assessment Form
- Risk Management - Risk Management Plan
- Work Health and Safety Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 5.5 Fire Safety and Emergency Policy and Procedure

Purpose and Scope

CARE GARDEN THERAPY PTY LTD adopts the Fire Safety and Emergency Policy and Procedure to ensure that in the event of an emergency, all participants, workers, volunteers, and any other related personnel remain safe. If for any reason, a fire, emergency or disruption of any kind occurs, all personnel and participants have an adequate understanding of how to evacuate from CARE GARDEN THERAPY PTY LTD's premises safely. For further information, CARE GARDEN THERAPY PTY LTD may refer to the Work Health and Safety Policy and Procedure.

CARE GARDEN THERAPY PTY LTD will create, establish and maintain evacuation and emergency plans. All emergency measures are organised and circulated, with equipped emergency alert methods in all relevant buildings. To ensure that all personnel have an adequate understanding of how to respond to potential fire and emergencies, CARE GARDEN THERAPY PTY LTD will organise an external body to provide the training and knowledge.

Definitions

Emergency	A serious, unexpected, and often dangerous situation requiring immediate action.
Evacuation	The action of evacuating a person or a place.

Policy

It is the responsibility of CARE GARDEN THERAPY PTY LTD to establish emergency plans and measures. CARE GARDEN THERAPY PTY LTD adopts the Fire Safety and Emergency Policy and Procedure to ensure that in the event of an emergency, all related personnel have adequate understanding and training on the actions that are required to evacuate and manage the situation safely. All workers, participants and other related parties will all possess an understanding of CARE GARDEN THERAPY PTY LTD's emergency plans and measures. It is also a requirement of all workers to be competent and have a strong comprehension of CARE GARDEN THERAPY PTY LTD's emergency plans. Additional training for workers will be conducted to create awareness of protocols to assist in the minimisation of workplace incidents and accidents.

CARE GARDEN THERAPY PTY LTD is committed to ensuring that all personnel receiving, utilising and entering CARE GARDEN THERAPY PTY LTD and its facilities are sufficiently protected from all forms of fire and emergency hazards. This involves covering all aspects of CARE GARDEN THERAPY PTY LTD's premises, facilities and organisational planning.

Personal care, counselling and support services provided to persons living in the community have a vital contribution to make in an individual's safety and welfare. CARE GARDEN THERAPY PTY LTD would help individuals by facilitating major emergency readiness to strengthen individual protection and responsiveness. It is the responsibility of CARE GARDEN THERAPY PTY LTD to ensure the safety and well-being of all relevant parties, including participants, workers, and volunteers. An essential aspect of ensuring safety is the protection of all potential fire and emergency risks. CARE GARDEN THERAPY PTY LTD will comply with the relevant legislation and statutory provisions of fire safety.

Workers Responsibilities

- Assisting fully independent individuals in establishing their specific personal emergency service.
- Convey the emergency plan to appropriate participants, such as involved parties, relatives and local service providers, and guarantee that all knowledge about the applicant, such as contact information of the person involved and next of kin, is current and readily available.
- When service provision is delayed, give alternative options to individuals involved as a part of assistance preparation.
- Notify any relocations and facility terminations due to emergencies to the participants and their relatives where applicable.

When key aspects of the individual's Assistance System are updated, personal emergency measures should also be assessed and adjusted frequently.

Procedure

The Fire Safety and Emergency Procedure outline the specifications that are required when managing all aspects of Fire Safety and Emergency. CARE GARDEN THERAPY PTY LTD adopts and implements various protocols to ensure the safety and welfare of all participants, workers, volunteers, and other related personnel. CARE GARDEN THERAPY PTY LTD will ensure that all personnel are aware of the measurements required to minimise the risk of incidents, fire safety and emergency.

Emergency Plan

The Emergency Plan will be created and implemented by CARE GARDEN THERAPY PTY LTD's CEO/ Director. The established Emergency Plan must be clearly visible throughout CARE GARDEN THERAPY PTY LTD's facilities. The Emergency Plan will be easily accessible for all personnel and will remain in CARE GARDEN THERAPY PTY LTD's premises.

The Emergency Plan must include all aspects of ensuring the safety of potential hazards and emergencies. The first aspect that should be included in the plan is the form of response that is required in the event of severe weather, flooding, fires and any natural disaster. It must also inform readers of the response to all chemical incidents and how they can be managed safely. Secondly, the contact information of all personnel who possess a key role when managing emergencies and fires. These key personnel include first aid officers, fire emergency services and fire wardens. Local emergency services such as the police, ambulances, fire brigades, hospitals, emergency rooms and also prison centres should also be visibly displayed for all personnel. Next, definitions of systems for notifying individuals in the workplace of emergencies or potential emergencies, such as alarms or warnings (at the office of CARE GARDEN THERAPY PTY LTD) and contacting impacted individuals or their guardians. A detailed diagram regarding medical aid locations, firefighting gear, emergency exits, evacuation procedures (along with measures to help each individual with affected sight, hearing, or functionality) and emergency assembly locations. Additional information regarding all established emergency procedures should be included, along with the expected time at which emergency drills will be performed.

Management of Emergencies

CARE GARDEN THERAPY PTY LTD will establish and implement an Emergency Plan, as well as an Evacuation Plan. Both plans are created by the Owner/CEO/Director and will be conducted annually.

When both an Emergency Plan and an Evacuation Plan are created, there should be considerations that are put into place. One of them is that the Owner/CEO/Director should prepare for all aspects of potential emergencies and hazards. These may include, however, these are not limited to fires, severe weather and storms, natural disasters and displacement and extended service disruption of CARE GARDEN THERAPY PTY LTD. The Owner/CEO/Director must establish plans based on all scenarios to ensure that actions are made for these situations. Where it is deemed appropriate, CARE GARDEN THERAPY PTY LTD is committed to conducting a trial and practice for emergency plans and drills at least every six months

Fire Safety

It is the responsibility of CARE GARDEN THERAPY PTY LTD‘s Owner/CEO/Director to ensure that all of the appropriate fire equipment is maintained and installed throughout the premises and utilised facilities. It is significantly important that all fire equipment remain easily and readily accessible to all personnel. CARE GARDEN THERAPY PTY LTD must comply with the Australian Standards of fire safety.

Fire extinguishers are to be installed and carefully positioned throughout CARE GARDEN THERAPY PTY LTD. A requirement for obtaining a fire extinguisher within CARE GARDEN THERAPY PTY LTD is to ensure that it has been installed and is not placed near a heat source. Access to the fire extinguisher must have a clearance of 1 meter. CARE GARDEN THERAPY PTY LTD must regularly

maintain the fire extinguishers placed within its premises and ensure that replacements are actioned when necessary.

CARE GARDEN THERAPY PTY LTD is committed to conducting fire safety-based training at least every six months and is in accordance with the Fire Emergency Plan established by CARE GARDEN THERAPY PTY LTD. It is the responsibility of the CEO/ Director or authorised personnel to ensure that all fire safety that CARE GARDEN THERAPY PTY LTD possesses are installed according to the relevant Australian Standards. In training, workers will be competent in how to utilise fire equipment appropriately, correctly, and safely. They are expected to implement their training in the event an emergency was to occur. Extinguishers are to be frequently monitored, reviewed and tested. It is also important to ensure that all assigned emergency exits are made aware to all personnel and remain unlocked throughout the duration of the operation. The emergency exits must be free from all obstacles, unlocked and continuously lit.

If CARE GARDEN THERAPY PTY LTD‘s number of workers exceeds the amount of 30, then it is the responsibility of the Owner/CEO/Director to appoint a delegate. This delegate will obtain the position of a Fire Safety Advisor, attending an annual 3-year training programme in Fire Safety. This training programme will act as a refresher for all workers at CARE GARDEN THERAPY PTY LTD. They will revisit all basic training and knowledge at the 3-year training programme.

In the circumstances a participant is receiving CARE GARDEN THERAPY PTY LTD‘s support and service via their own premises, it is the responsibility of the participant to ensure they possess fire safety knowledge and procedures of their own. If they do not understand fire safety, it is encouraged for workers to tutor them about the subject. This is to ensure that the participants understand what to do if a fire or emergency occurs and strive to maintain health, safety and well-being.

Extreme Fire Danger Day

Extreme fire danger days are commonly known by the term Code Red Fire. This kind of weather is severely dangerous and is ultimately the worst-known forecast condition for creating bushfires in Australia. Where CARE GARDEN THERAPY PTY LTD is providing care and services to participants who are in locations that are considered rural, or those located in high bushfire risk areas, it may create severe risk and concern to all. It is important that additional care planning for these participants is done to create awareness of the necessary actions required in an emergency.

For those participants who may not be situated in a high-risk bushfire area, it is still essential to ensure that they are accessed and reviewed for fire safety. An assessment will be made on participant premises to recognise if it is exposed to any fire risks. The assessment will be founded on an established bushfire risk assessment. This assessment will take into account the surrounding environment, vegetation, and the distance between resources. The home assessment will be based on the knowledge of the town and environment and the advice received by local fire experts.

In the event a Code Red Fire Day has occurred, then all participants that are in the highly affected areas will be given instructions for evacuation.

Severe Weather

As mentioned above, the Emergency Plan should consider the potential risks of severe weather. Severe weather covers all aspects of extreme temperatures (hot and cold) and severe storms. As participants are the most vulnerable to severe weather and temperatures, identified plans must be created for workers who are delivering care and services.

Workers should be aware of the support requirements of managing participants in severe heat temperatures and heat waves. Workers should identify participants who are at the most risk of being affected by the severe heat. This is to ensure that all workers who may be providing services to that participant are made aware of the considerations that should be met in severe weather. Protocols should be established and displayed on the Emergency Plan and inform workers of the ways in which they are able to assist them in the affected time. Information relating to identifying symptoms and signs of dehydration should be included. It is also essential that the Emergency Plan entails the actions required if, in the situation, a participant has become affected by the heat.

If the temperature exceeds 28 degrees Celsius while delivering care and services to participants, workers must take added precautions. Workers should encourage participants to maintain their fluids and should encourage them to drink water frequently. If a participant is not in agreement with intaking frequent water, then they must be constantly encouraged. Where possible, workers should accompany participants to remain in a cool and air-conditioned facility for as long as possible. This is to ensure they are not exposed to heat for a large amount of time. Recommended facilities for assisting participants to remain indoors are locations such as shopping centres, community centres and libraries. On days that are over 28 degrees Celsius, it is highly recommended that participants wear light-coloured clothes and try to refrain from clothing that is black or equivalent. This is due to the sun absorbing darker colours while being exposed, creating additional heat. Loose-fitting clothes are also highly recommended on hot days.

When a participant gets sun exposure, sun protection such as sunscreen, a hat and sunglasses are recommended to be worn throughout the duration of exposure. If a situation occurs that an excursion of any form was planned on a hot day, then CARE GARDEN THERAPY PTY LTD should consider the risk of conducting the activity. This is to ensure that all participants are safe and are at no risk of heatstroke or illness caused by long exposure to the sun. It is significantly encouraged and recommended that the participants do not consume caffeine and alcohol, as they affect the hydration of an individual when intaking both substances. Another consideration that will be considered is to ensure that, where applicable, all window coverings are utilised to block out both the sun and the heat. If there is no accessible form of air conditioning, then workers should utilise wet towels to maintain the coolness and body temperature of the participant. A foot bath is also recommended; however, workers must ensure that the temperature is cool, as this will lower the temperature a participant may be feeling from the hot day.

It is essential that not only the participants are being attended to in severe heat exposure but also the workers themselves. CARE GARDEN THERAPY PTY LTD is committed to ensuring and maintaining

the safety, health and well-being of its workers. Workers will be encouraged to follow and follow the same safety precautions for severe weather as they do for participants.

Power Outage

There may be potential instances where the power of CARE GARDEN THERAPY PTY LTD has failed. There could be various reasons for this, including severe weather, fire, or damage to the power connection. CARE GARDEN THERAPY PTY LTD should consider the situation of a power outage and ensure it is established on the Emergency Plan. Electrical failures may be sudden and widespread. Therefore CARE GARDEN THERAPY PTY LTD will implement certain methods to sustain continuous services where applicable. A strategy for this is to ensure adequate access to various objects that will assist if a power shortage were to occur. Maintaining frequent access to a charged mobile phone is an important aspect of assisting with a power failure. This will enable absent personnel to be contacted and notified of the situation. It is recommended that a battery-controlled object such as a torch is also a good source of light. CARE GARDEN THERAPY PTY LTD must always ensure that easily accessible drinking water obtains three days' capacity. Additional information should be placed onto the Emergency Plan; these are solutions regarding conserving medical and food supplies (e.g., access to other food preparation methods, including individuals that require certain nutritional foods, guaranteeing food safety, being able to have access to medicines which may be affected due to power outages and sufficient stockpiled non-perishable goods).

Knowledge and Preparation

CARE GARDEN THERAPY PTY LTD acknowledges the importance of ensuring all related personnel are competent in fire safety and emergency measures. It is the responsibility of CARE GARDEN THERAPY PTY LTD‘s management to ensure that an established and implemented protocol of knowledge and preparation is practised and maintained. It is important that a current fire risk audit of fewer than 5 years is maintained and displayed. A Fire Safety Handbook should be attached or easily accessible for all personnel. Implementing knowledge and preparation will encompass aspects of vital things that should be considered when developing the plan. The first aspect is to include an established and utilised Emergency Plan. Fire Safety Procedures and Systems should be recognised and identified, as well as currently situated first aid kits in CARE GARDEN THERAPY PTY LTD. It is essential that a contact list is created and should include the contact details of participants, workers, emergency services and the next of kin of all personnel. Identified evacuation training and programmes should be displayed, and a list of authorised workers who are able to conduct these training sessions.

Investigation of Vital CARE GARDEN THERAPY PTY LTD‘s Areas

As the sole basis of establishing various emergency plans and protocols to ensure the safety of participants and workers, it is also important to consider the knowledge, readiness and preparation of CARE GARDEN THERAPY PTY LTD. By establishing the emergency readiness of CARE GARDEN THERAPY PTY LTD, it is also focused on improving operational flexibility by recognising critical business areas needed to maintain delivering essential services in emergency circumstances. Various

risk assessments will be conducted on CARE GARDEN THERAPY PTY LTD. A Business Continuity Plan will be specifically created for CARE GARDEN THERAPY PTY LTD and will assist in the completion of the Emergency Plan.

CARE GARDEN THERAPY PTY LTD‘s critical areas of operation should be identified and regularly reviewed by authorised personnel. The first aspect that should be included in the analysis is the recognised area of improvement. It should have a detailed description of the attributes of CARE GARDEN THERAPY PTY LTD‘s operation that would impact if that became unavailable. This may be certain personnel, documents and forms, policy and procedures, implemented systems, or even sub-brokered contractors or suppliers. If, for any reason, one of the attributes becomes absent, then a plan should be made around if that situation were to occur. It should have a detailed outline of the possible impact it would have on CARE GARDEN THERAPY PTY LTD and the stability of its operations. Once both of these factors have been established and acknowledged, a protection strategy should be implemented. A list describing the current prevention strategies of these situations that CARE GARDEN THERAPY PTY LTD has in place should be made.

Ensuring Participants are Prepared and Understand Protocols

If an unfortunate event was to impact CARE GARDEN THERAPY PTY LTD because of a fire, emergency or disaster, then all must be prepared to relocate, temporarily cease services or change/alter services or location. It is essential that CARE GARDEN THERAPY PTY LTD is actively setting up protocols to ensure participants can continuously receive care and services under these circumstances. It is important to ensure that all participants are clearly communicated when a situation occurs and create awareness of alternative facilities if CARE GARDEN THERAPY PTY LTD were to become affected.

Individuals receiving assistance from their personal residence must be guided to create genuine emergency measures which cover various aspects of emergencies and individual requirements. For resources provided to an individual at their residence (either leased or purchased by that of the individual), CARE GARDEN THERAPY PTY LTD requires them to be responsible for their own fire protection and to guarantee that the house complies with all necessary construction codes, rules and legislation.

CARE GARDEN THERAPY PTY LTD is committed to encouraging participants who are receiving care and services in their own homes to establish a Personal Emergency Plan or, at the least, a set-out guide on which actions to take. Workers will assist in the planning process with participants and their chosen personnel. Their Personal Emergency Plan will cover all aspects of possible emergencies and will establish specific protocols in case any situation was to occur. Both participants and workers need to consider all the possible characteristics of fire and emergency safety. The first consideration should be the care and health requirements of a participant. The specific available and required transportation of the participant should also be listed. The location and surrounding suburbs, environment, resources and vegetation should be identified, as all aspects should be considered. The last consideration that

should be taken into account when creating a Personal Emergency Plan is to clearly display the contact details of all relevant emergency services and resources.

Emergency Evacuation Plans

CARE GARDEN THERAPY PTY LTD will display printed versions of their established Emergency and Evacuation Plan on internal walls within the premises. All related information is to be easily accessible to all workers and participants. All emergency exit and procedures are to be also displayed, and exit signs are to be constantly illuminated.

CARE GARDEN THERAPY PTY LTD will conduct fire safety and emergency training programmes for all personnel annually. During these training programmes, all established and implemented emergency and evacuation protocols and procedures will be the principal component. All aspects of fire safety and emergency must be covered in the duration of CARE GARDEN THERAPY PTY LTD‘s training programmes. CARE GARDEN THERAPY PTY LTD will utilise different scenarios of emergency that will be relevant to different drills that are conducted. As fire safety and emergency is an incredibly significant topic that needs to be made aware to all personnel, CARE GARDEN THERAPY PTY LTD will possess an attendance record. This attendance record will be utilised to record all individuals who have attended and to identify those who were absent. CARE GARDEN THERAPY PTY LTD recognises fire and emergency safety as an important training programme that cannot be missed. If a worker has been unable to attend many of the training programmes, then additional lessons will be supplied. The attendance record will be maintained and stored in CARE GARDEN THERAPY PTY LTD documentation and record systems.

CARE GARDEN THERAPY PTY LTD‘s Owner/CEO/Director will appoint authorised personnel to develop and frequently review Emergency Evacuation Plans. These plans will include the established emergency exit, location and evacuation areas. CARE GARDEN THERAPY PTY LTD encourages feedback from any person who may bring positive concepts into current emergency and evacuation procedures. If there are any amendments made to CARE GARDEN THERAPY PTY LTD‘s current Emergency Evacuation Plan, all personnel will need to be made aware and ensure the required measurements are taken.

Receiving Severe Emergency Information

There may be a possibility that CARE GARDEN THERAPY PTY LTD, unfortunately, experiences an emergency of some type. It is important to collect accurate and sufficient information on the current conditions of the emergency. CARE GARDEN THERAPY PTY LTD should utilise entrusting sources such as television, radio, weather forecast sites and channels. CARE GARDEN THERAPY PTY LTD should refer to their state emergency apps for quick and effective updates.

Authorised personnel of CARE GARDEN THERAPY PTY LTD must contact emergency services to attend to participants who are considered more vulnerable.

Supporting Documents

Documents relevant to this policy and procedure include:

- Incident Management Policy and Procedure
- Work Health and Safety Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers annually.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 5.6 Electrical Safety Policy and Procedure

Purpose and Scope

This policy and procedure are utilised by CARE GARDEN THERAPY PTY LTD to ensure that workers and other personnel are safe and free from harm. This will include electrical safety and other requirements for CARE GARDEN THERAPY PTY LTD staff, participants and visitors. Furthermore, for the safety of Management, staff, participants and visitors will be relevantly compliant with NDIS standards and relevant legislations.

This policy will elaborate on important structures to ensure the maintenance and usage of electrical facilities and equipment are met with CARE GARDEN THERAPY PTY LTD. This will include safety methods for staff who are permitted to complete assigned work correctly by following guidelines stated within this Policy and Procedure.

Lastly, this information should be related to the Occupational Health and Safety Policy and Procedure of CARE GARDEN THERAPY PTY LTD. The information provided will expand into such electrical equipment and systems used within the premises of CARE GARDEN THERAPY PTY LTD inclusive of all management, staff, participants, and visitors.

Overall, this Policy covers important information that is required and allows us to evaluate the compliance of safety, laws and regulations necessary for all CARE GARDEN THERAPY PTY LTD staff, participants or visitors who are using electrical devices for and or owned by CARE GARDEN THERAPY PTY LTD. This will enhance safety and limit risks to all individuals.

Definitions

Authorised Person	An individual appointed to engage in Electrical Work by the Director. The individual appointed to duties as such must obtain current and relevant documents/experience in electrical qualification.
Electrical Equipment	Includes any type of electrical equipment which is powered by electricity. This includes equipment such as material, fitting, insulators, cables, conductors, and appliances.

Electrical Installation	A collection of electrical equipment, which is continuously linked electrically together, and which can be provided with electricity from the operations of an electrical source authority or from a generating supply.
Premises	A building, site or house owned, rented, and occupied by CARE GARDEN THERAPY PTY LTD to supply services.
Participants	Those who receive funding from the NDIS and require support services using these funds.

Policy

It is vigilant that all types of electrical work completed at CARE GARDEN THERAPY PTY LTD must be trained and licensed by the Electrical Construction as requested by the Owner/CEO/Director. Unauthorised staff are not to engage in any type of electrical work under any circumstance.

Worker Responsibilities

Ensuring to avoid any contact with electrical issues that will harm the safety of staff.

Any type of fault/electrical safety concerns/issues must be notified immediately.

Management Responsibilities

Ensuring all staff are being guided to take onboard guidelines when any electrical issues/faults/problems have occurred.

Management will ensure that this policy is being assessed annually. Improvement Plans will need to take place consistently to avoid any issues in the future.

Management must comply with obtaining key personnel to manage all safety issues that arise. Key personnel can be those who are licensed/qualified electricians. Under no circumstance will the CARE GARDEN THERAPY PTY LTD allow unauthorised staff to complete such work.

Owner/CEO/Director Responsibilities

It is vigilant that the Owner/CEO/Director is ensuring that participants, friends, carers, families, staff, Managers, and advocates are implementing and ensuring to be compliant with their responsibilities.

Overall responsibilities of others must be overlooked regularly to avoid any harm to staff, participants or any others who may receive harm to any type of electrical faults that were not looked at.

Procedure

CARE GARDEN THERAPY PTY LTD utilises this procedure to ensure all individuals that are related to the business are using the correct safety measures and protocols to avoid any danger or harm to themselves and others. All workers must take onboard information obtained from the Electrical Safety in order to keep safe at all times.

Installation and Removal of Electrical Equipment

Fully licensed or qualified electrician must complete any assignment on CARE GARDEN THERAPY PTY LTD premises assigned to do so by the Owner/CEO/Director. Under no circumstance should any other individual do so, particularly without the Owner/CEO/Directors' approval.

To avoid future harm, all changes of light bulbs must be completed by a fully registered, well-trained contractor or a qualified electrician to avoid any type of electric shock or falling due to height reasons.

Inspection and Testing

It may require, at times, a licensed electrical inspector to inspect for faulty wiring as well as to ensure codes and standards are following compliance. This will enable any improvements deemed necessary. This will avoid any dangerous risks. Any discrepancies found in major construction jobs must ensure an independent and qualified electrical inspector has undertaken the measures of evaluation. Self-certification is not an option to undertake this process.

If any type of discrepancy has been found within the installation, it will not be put forth to service until rectified. Two things must be taken on board:

- The Electrical Safety shall be put forth, including the installation being inspected if necessary.
- Secondly, the installation will need to be tested, and the electrical contractor has been verified to any change made to rectify issues and stay compliant accordance with AS3000. Provided that there will be no future harm to other installations.

Residual Current Devices (RCDS)

Electric shock can occur when an individual is exposed to any type of electrical equipment components that are energised. Under no circumstance should any individual be handling energised conductors, whether it's internal and external parts of the electrical equipment or Conductors.

Safety switches (also known as RCDS) must be installed and maintained at all times. Such accidents occur when RCDS has not been checked, maintained and installed properly. Considering RCDS will

help minimise any type of electric shocks, it is not to assume that there will be protected at all times. It does not provide complete protection.

RCDS will not isolate a supply of electricity if an individual contacts both active and neutral conductors when handling malfunctioning plugs or electrical equipment. This will then cause the electricity to flow through the body; the only way this won't occur is if there is an existing flow to the earth.

New installation regarding electrical work must ensure installation has been applied within the RCDS switchboard. Under no circumstance should there be any type of isolation in a supply of electricity if an individual has either contacted on active or neutral when handling types of plugs. Such as malfunctioning plugs or any other type of electrical equipment, which may result in electricity that may flow within the body.

RCDS enables a decrease of fire from both electrical wiring and any type of electrical equipment; however, if it is an older electrical installation that is in progress, protection is vital. Preventing type of electrical leakage is important and should be regarded highly.

Inspecting and Testing of RCDS:

It is important to note that all devices within the CARE GARDEN THERAPY PTY LTD premises are functioning correctly. CARE GARDEN THERAPY PTY LTD Owner/CEO/Director must appoint a qualified individual to complete frequent tests, ensuring all devices are being checked upon. All relevant testing must be documented accordingly to ensure the maintenance has been applied and recorded for when the next appointed time of relevant testing is required or otherwise found ejected. All devices must be checked and maintained throughout the CARE GARDEN THERAPY PTY LTD; this includes non-portable RCDS.

Non-portable RCDS: The way the non-portable RCDS is installed is either within/on the switchboard or fixed socket outlet.

It is crucial that:

- Any fixed RCDS will only be installed by the relevant experienced/trained electrician who is contracted and employed by the division of both facilities and services.
- The Minimum Level Design and Construction Specifications for any new systems must be installed within the switchboard once the RCDS is installed.

Portable RCDS: Portable RCDS are prone to be moved either within the building/facility or to another location completely. When movement has been made, it is important to be aware that damage to the condition of the power supply cord and/or equipment may occur.

Appropriate RCDS will be in use to reduce any electrical danger that may be involved with the electrical supply to plug in electrical devices.

Testing, Tagging and Repairing Electrical Equipment

Any form of electrical equipment used within the CARE GARDEN THERAPY PTY LTD must be checked, marked and evaluated in relation to the specifications of AS/NZS 3760:2010, in compliance with the service safety inspection and testing of electrical equipment. Any equipment that is to be used for work must be checked prior to using them. In relation, any equipment that is not in use or relevant in use after the date of service must enable an identification tag indicating that the tagging is required and must be completed prior to use.

Only a qualified electrician or completion in Vocational Education and Training providers who have been approved can complete, test and tag all required equipment. Under no circumstance can an unauthorised individual complete this task.

All electrical appliances must be inspected and tested prior to the return to service after each time being repaired. This is since it may have compromised the appliance's electrical safety from the manufacturer, which shows intervals suitable for different types of equipment. All electrical appliances must have been inspected as well as tested at intervals not beyond what was set out by AS3760:2010. Two weeks at the most are accepted.

All types of testing equipment must confirm:

- In good working condition, with no faults under any circumstance.
- Faults such as insulation failure or breakage are not acceptable and should not be used. It must be clean.
- Must action any type that regards the condition of the insulation on leads, probes, and clips of test equipment.
- It must be ideal for any type of voltage which may present on the equipment being tested under fault conditions.

For accuracy and safety reasons, the following devices must be frequently tested:

- Multimeter testers
- RCD Performance testers
- Earth loop impedance testers
- Voltage testers
- Insulation resistance testers

Any testing equipment, including test probes used, must be carefully chosen for there to be no risks, such as accidental short circuits between live conductors and earth conductors. Under no circumstances should any testing equipment be used by workers. Ensuring equipment is carefully chosen will ensure fewer risks for individual testing.

Once an individual is using the equipment, there should not be any risks. This will include taking measures such as covering test equipment terminals and all test sockets on measuring devices. There should be no connection between inadvertent contact with any live conductors as such. Any test leads and testing devices must contain fuse safety. Testing any equipment within flammable areas must be acknowledged with a mark. Testing equipment must be identified whether a live source should take place to verify to ensure it is working. This should take place before and after the test takes place.

Unsafe Electrical Equipment at the Workplace

The Owner/CEO/Director will enable any type of unsafe Electrical Equipment once found disconnected from the electrical supply. Once Electrical Equipment has been found to be disconnected, it shall not be reconnected until further notice that the discrepancy has been rectified or completely removed from use within the premises. The Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD shall ensure that any electrical equipment considered/known unsafe is disconnected immediately from its supply of electricity. Once disconnection is made, it will not be reconnected until repaired or tested and has been proven to be safe for further use. If the equipment cannot be fixed, it must be taken off-premises. In any case, if unsafe Electrical Equipment is found, it must be labelled for others to notice and taken out of service.

All such incidents or suspects must be documented and reported/notified to management. Such suspects include electrical equipment that is electrically hazardous in the workplace or that are unexpected circumstances, such as floods, that make the use of electrical equipment unsafe in a workplace environment. If any type of hazard has been noticed, an Incident Report must be filled out immediately. All relevant information must be documented within the incident report for further and investigations can be completed.

Managing Electrical Risks in the Workplace

In any case, if installation or removal of electrical equipment is necessary, it is critical that the work-related hazards must be taken into consideration. Suitable action/course must be implemented to reduce the extent.

Ensuring the safe use of portable Electrical Equipment

It is crucial that when using portable Electrical Equipment, measures are taken into consideration. Portable Electrical Equipment is at high risk as it is prone to be moved often and plugged in and out of electric sockets. Due to the constant movement that is involved, it is required only to use portable Electrical Equipment that is mentioned within this procedure.

No individual should be found using any tool/leads in or near water or damp conditions unless otherwise notified.

Electrical leads must be well presented and not found in the way such as the floor or sharp edges. Leads stand, or cable hangers must be enforced within the CARE GARDEN THERAPY PTY LTD premises to avoid any type of danger. It is important that all new equipment is looked at prior to use, as damage can occur.

Risk Management, Hazards, and Incident Reporting

Regarding electrical safety, it is crucial for CARE GARDEN THERAPY PTY LTD to ensure correct compliance with this policy and procedure in conjunction with the Risk Management Policy and Procedure. This relates to any health or safety hazards that are associated with any electrical equipment being used. Furthermore, any incidents must be documented using an Incident Report in conjunction with the Incident Management Policy and Procedure. Most electrical shocks constitute a notifiable incident and must be dealt with in accordance with CARE GARDEN THERAPY PTY LTD‘s Incident Management Policy and Procedure.

Unsafe portable Electrical Equipment at the workplace

The Owner/CEO/Director shall guarantee that any unsafe Electrical Equipment at the workplace is disconnected or locked out from its electricity supply. Once disconnected, it shall not be reconnected until it is repaired/tested and found to be safe, is replaced or otherwise permanently removed from use.

It is required that any unsafe Electrical Equipment which may need testing, repairing, or replacement must include warning labels on products so others do not mistakenly use it. The label shall indicate information about the issues that the equipment has and its current status (e.g., under repair, etc.)

All incidents must be reported, and arrangements must be made to ensure that the Director is notified if a worker believes that portable Electrical Equipment within the workplace is electrically unsafe or that there are unexpected conditions, such as flooding, that make the work area unsafe.

Supporting Documents

Documents that have relevance to this policy and procedure include:

- Incident Management Policy and Procedure
- Work Health and Safety Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM 5.7 Maintenance and Management of Equipment, Furniture, Lighting and Ventilation Policy and Procedure

Purpose and Scope

This documentation holds critical information regarding all visitors and workers of CARE GARDEN THERAPY PTY LTD. It is the responsibility of CARE GARDEN THERAPY PTY LTD to always maintain the health and safety of all persons. Therefore, it is vital that CARE GARDEN THERAPY PTY LTD ensures proper management of equipment, furniture, lighting, and ventilation. It is important to understand that this applies to all workers as well as meets all laws, regulations, and standards.

This policy should be read in accordance with CARE GARDEN THERAPY PTY LTD Occupational Health and Safety Policy and Procedure.

Definitions

Participant	Individuals who receive NDIS funding from the government to fund services that will benefit them and improve their quality of life and improved independence.
Lighting	The arrangement of lights used in a room, house, theatre, etc.
Ventilation	The movement of fresh air around a closed space, or the system that does this.
Equipment	The necessary items for a particular purpose.

Policy

All work completed within the CARE GARDEN THERAPY PTY LTD in relation to construction and landscaped work must contain and enable a safe working environment. This will include all services provided, the number of participants supported as well as includes all participants, workers, and all other individuals.

Worker Responsibilities

Workers are accountable for reporting any type of issues or problems that they notice. Any fault in building maintenance or equipment must be documented and reported to the managers.

Management Responsibilities

To ally with the Continuous Improvement Plan, CARE GARDEN THERAPY PTY LTD will be continuously reviewed to maintain standards. The Management team/ Manager will be in charge of continued tracking of appliances and structures that will need reviewing in the Workplace Inspection Checklist and constructive resolution of problems. This must be maintained at all times and not be overseen under any circumstance.

Owner/CEO/Director Responsibilities

The Owner/CEO/Director's commitment will regulate around maintaining and rectifying any issues that may be of concern and acknowledged as stated in this policy. Audits and reviews must involve all participants, friends, their families, careers, and advocates.

Procedure

It is highly regarded that all Management must discuss any issues or repairs needed for the CARE GARDEN THERAPY PTY LTD with the Owner/CEO/Directors, inclusive of buildings being monitored to ensure maintenance is in regular demand. Monitoring of the building will ensure the elimination of any risk of harming participants, workers and/or visitors.

Furthermore, the CARE GARDEN THERAPY PTY LTD's Internal Review and External Audit Schedule will be the Owner/CEO/Directors' duty and responsibility to inspect the building and its facilities twice yearly. Ensuring the workplace inspection is completed will include both internal and external checks to be completed. Owner/CEO/Directors must be notified at all times.

Ecological Risks

The worker's responsibility is to ensure all equipment from CARE GARDEN THERAPY PTY LTD is taken care of at all times. This includes cleanliness, reliability, and all safety measures to be taken into consideration. If broken products such as appliances, chairs, ventilation, or lighting are found, these issues must be reported to Managers and rectified with a replacement. Any issues or faults that are hazardous must be kept away in a safe area, and under no circumstances can these faulty items be used. If an item/product is not considered a danger for the workers, participants, or visitors in this circumstance, it will be assessed by Managers and directed to the appropriate individuals for repair.

Workplace Checks

To ensure the requirements have been met, below are some examples of what is included in a workplace checklist. Be advised that below are some examples of what should be checked upon every 6 months, however not limited to:

- Chemicals
- Bathrooms
- Electrical test and Tag
- Electricity
- Emergency
- Lighting
- Signage
- Escapes
- Evacuation paths
- Fire equipment
- Extinguishers
- Sprinkler systems
- Smoke alarms
- Floor coverings
- Furniture
- Kitchen
- Lights
- Storage
- Ventilation & Air Conditioning

Once the check has been completed for the premises for both external and internal CARE GARDEN THERAPY PTY LTD will have the book of Maintenance valid and updated where necessary. The Owner/CEO/Director will be responsible for ensuring that external maintenance staff will attend to issues to be rectified. Should the situation arise where the occurrence is a potential harm or threat, the Owner/CEO/Director and Management are required to liaise with external agencies such as construction or trades workers to rectify the issue.

In any circumstances where there is a threat/risk to the facility, the Owner/CEO/Director will ensure that Risk Management and Risk Treatment Plans are developed. It is the Owner's/CEO's/Directors' responsibility to review these documents monthly and report any type of risks. The Manager's duty is to maintain all records and to notify the Owner/CEO/Directors every 6 months.

Documentation

The Owner/CEO/Director is responsible for creating and maintaining the Risk Management, and Risk Treatment Plans related to CARE GARDEN THERAPY PTY LTD. It includes aspects such as fire safety, indoor maintenance, outdoor maintenance, alarm systems and surveillance systems. It is the

Owner/CEO/Directors' responsibility to ensure these are reviewed monthly. Any discrepancies will be identified by the Owner/CEO/Director by using the CARE GARDEN THERAPY PTY LTD‘s Risk Register. Any issues must be rectified.

Should any incidents occur that have caused damage or harm, it is the responsibility of all CARE GARDEN THERAPY PTY LTD‘s personnel to document the incident in an appropriate and timely manner. All personnel must refer to the Incident Management Policy and Procedure. Any immediate threats or concerns must be raised to the Owner/CEO/Director.

Supporting Documents

- Health and Safety Policy and Procedure
- Incident Management Policy and Procedure
- Participant Safe Environment Risk Assessment template

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 5.8 Chemical Use and Storage Policy and Procedure

Purpose and Scope

Our Service aims to use environmentally friendly products, ensuring we provide a safe environment where chemicals and hazardous equipment are safely stored and managed away from children and are handled appropriately. CARE GARDEN THERAPY PTY LTD's mission in this Policy and Procedure is to encourage safe use and storage and to guarantee safety in the handling of chemicals for everyone concerned.

Misuse of chemicals and fuels may lead to:

- Accidents
- Fire
- Short- and long-term health effects
- Poisoning
- Skin rashes
- Organ disorders

CARE GARDEN THERAPY PTY LTD can then refer to their Work Health and Safety Policy and Procedure. This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Chemwatch	Chemwatch is an online chemical management system database. The Chemwatch database allows the user to develop and maintain chemical manifests, search manufacturer or Chemwatch MSDS, print labels, obtain emergency response information and determine the hazards posed by the chemical.

SDS document	Safety Data Sheet (SDS) documents provide information on health and safety information about products, substances or chemicals that are classified as hazardous substances or dangerous goods. Personal protective equipment (PPE) Safe storage and disposal Spills management A document giving information on a hazardous material to ensure consumers can operate with the substance safely. The information in SDS includes the physical properties of the substance, for example: ● Melting or boiling point ● Toxicity ● Reactivity
A Systematic Withdrawal Plan (SWP)	A systematic withdrawal plan (SWP) is a scheduled investment withdrawal plan typically used in retirement. Investors can structure SWPs in various ways. Mutual funds typically allow an investor to determine a systematic withdrawal plan that includes interval payouts monthly, quarterly, semi-annually, or annually.
Hazardous Chemicals	Hazardous chemicals are substances, mixtures and articles that can pose a significant risk to health and safety if not managed correctly. They may have health hazards, physical hazards or both. Examples of chemicals that can cause adverse health effects include toxic chemicals and chemicals that cause skin damage.
Pictogram	A pictorial symbol for a word or phrase.
Chemical waste	Any solid, liquid, or gaseous waste material that, if improperly managed or disposed of, may pose substantial hazards to human health and the environment.

Policy

By maximizing awareness of the potential hazards of chemicals and equipment, we aim to minimise the risk of harm to participants, families, workers, visitors, and all related personnel by ensuring hazardous products are safely stored, handled, and controlled. CARE GARDEN THERAPY PTY LTD guarantees all hazardous chemicals that are brought into the workplace will be registered, treated and disposed of correctly. CARE GARDEN THERAPY PTY LTD is committed to providing a safe workplace and educating workers on the risk management of chemicals.

Procedures

Safety Data Sheets

The Safety Data Sheets (SDS) produced for each chemical must be the manufacturer's current authorised version. All SDS' are accurate for up to five years. The Chemical Register and SDSs are accessible to all workers and any other person who may be subjected to a dangerous chemical. The director must keep a hard copy of present SDSs for all hazardous chemicals used by CARE GARDEN THERAPY PTY LTD that can be obtained from manufacturers and suppliers. SDSs are a useful reference since they provide workers with knowledge on how to properly handle and dispose of dangerous chemicals. The SDS is a guide that will contain information on the chemical's potential health and emergency response plans and environmental impacts. The health and safety of all members are of high importance. CARE GARDEN THERAPY PTY LTD will ensure that SDS for these chemicals are provided and easily accessible, and the SDS must be kept updated.

Labelling & Signage Hazardous Chemicals

All dangerous products and containers with hazardous substances should involve the following:

- Clearly labelled
- The label shall remain intact, legible and unaltered
- Unknown substances should be clearly labelled "UNKNOWN SUBSTANCE" and disposed of as soon as possible and correctly.
- The date of delivery of the hazardous substance must be clearly marked on the original container to enable identification of the age of the substance and to encourage the use of older products first.
- Storage volumes should be kept under control to provide for the need
- All used chemical storage cupboards and refrigerators are marked indicating the form and volume of stored chemicals, and exterior warning signs such as "DO NOT USE TO STORE FOOD" may also be needed.

It is the CEO/ Director's responsibility to ensure that this is done in compliance with the following:

- The Globally Harmonized Chemical Classification and Labelling of Chemicals (GHS).

- The Code of Practice for the Storage and Handling of Dangerous Goods 2013.

Storing Hazardous Chemicals

Separating incompatible chemicals is vital because they can:

- Ignite
- Break down
- Produce poisonous, flammable or corrosive liquids and gasses
- Corrode the container that causes them to leak when mixed

As per all standards and guidelines relating to the storage of hazardous chemicals, CARE GARDEN THERAPY PTY LTD ensures the storage of minimal amounts of substances; however, CARE GARDEN THERAPY PTY LTD understands there still may be a need to retain some substances for usage regularly. Excessive long-term storage should be avoided to ensure the chemical's strength and integrity are not compromised. The director needs to ensure that hazardous chemicals are stored correctly with other related substances only.

Storing Hazardous Chemicals in SIL [Remove red if you do not provide Supported Independent Living (SIL)]

All individuals that are residing in Supported Independent Living (SIL) must be able to access every part of their house. This means there is no way to store hazardous chemicals in the house safely. The products used should be non-toxic, only using hazardous chemicals as a last resort (stored in small amounts in a hazardous storage cupboard).

When handling hazardous chemicals, the Owner/CEO/Director of CARE GARDEN THERAPY PTY LTD is required to both develop and implement Safe Work Procedures (SWPs); this will include a guidance sheet with prohibited chemicals.

Identifying and Recording Hazardous Chemicals

It is the responsibility of the Owner/CEO/Director to ensure the following:

- The records of hazardous chemicals used at CARE GARDEN THERAPY PTY LTD are listed in a Chemical Registry.
- All hazardous chemicals at CARE GARDEN THERAPY PTY LTD are identified and clearly marked or labelled.

A Chemical Register should be stored in the following:

- Hard copy format
- SDS libraries
- Chemwatch

In conjunction with CARE GARDEN THERAPY PTY LTD's Risk Management Policy and Procedure, the Owner/CEO/Director will implement a prevention management system for chemical use and storage. They will be required to check for potential hazards daily and implement risk controls to decrease risks associated with the hazard.

Management is solely responsible for ensuring a Chemical Register is continuously utilised. This is done to adequately track and maintain any hazardous chemicals utilised within CARE GARDEN THERAPY PTY LTD. In doing this, it allows CARE GARDEN THERAPY PTY LTD to track and record all hazardous or dangerous chemicals, their usage, who it is used by, what they are used for, etc. It assists in maintaining safe and hazard-free working standards. Reviews must be conducted should any incidents occur that have harmed any persons related to CARE GARDEN THERAPY PTY LTD or others

Emergency Procedures

Emergency management requirements

- Adequate amount of first aid-trained workers
- Fire extinguishers
- Spill kits or devices for containment
- Correct emergency contact details shown
- Safe working practices for chemical spills or leaks
- Fire blankets
- PPE (personal protective equipment)
- Emergency stops of equipment
- First aid kits

CARE GARDEN THERAPY PTY LTD must have safety plans in place for all workers and visitors, including the development of emergency plans for any accidents or spills. Safety equipment should be available to help respond to any emergencies. It will be the responsibility of the health and safety officer (or delegate) to provide all workers with instructions on the types of spill control and safety equipment that should be used to ensure an effective emergency response. CARE GARDEN THERAPY PTY LTD should carry out approved risk assessments taking into consideration retained chemical substances, SDS, and CARE GARDEN THERAPY PTY LTD concerns.

An emergency plan must be developed and provided to emergency services and the appropriate organisation (Work Safe or Safe Work) if there are hazardous chemicals kept at CARE GARDEN THERAPY PTY LTD that go beyond controlled levels.

Risk Management and Health Surveillance

The Owner/CEO/Director will implement a risk management procedure for chemical use and storage. It will include effective hazard detection and risk tests to remove or reduce the risks associated with those hazards. This is in accordance with the Risk Management Policy and Procedure of CARE GARDEN THERAPY PTY LTD. To protect the health and safety of CARE GARDEN THERAPY PTY LTD workers being exposed to dangerous chemicals, the Owner/CEO/Director and workers must abide by the health surveillance requirements established in SDS.

Discussion and Education

Education should be provided to the facilities manager or employee, which will provide guidance on safe work practices that are associated with using, storing, and disposing of hazardous chemicals and dangerous goods. Information should be given to the appropriate manager or employee on the use of the chemwatch database, chemical registers (SDS), labelling requirements and legislative requirements. Chemical hazard identification and incident reporting should be conducted in accordance with the policy and procedure for incident management of CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD workers and visitors entering, working or learning in chemical storage and preparation areas should be adequately educated to guarantee that they are committed to:

- Contributing to the upkeep of a safe working and learning environment.
- Implementation of emergency response protocols.
- Submit information on riskware accidents, injuries, and hazards.
- Identifying and managing risks.

Consultations with workers should take place in relation to the following:

- Identifying and evaluating occupational risks associated with chemicals
- New chemicals introduced into the workplace
- Decisions on control measures to be implemented, and requirements for induction and training

Chemical Waste and Disposal of Chemicals

It is the responsibility of the Owner/CEO/Director to ensure that CARE GARDEN THERAPY PTY LTD is disposing of hazardous goods, substances and chemical waste appropriately, in compliance with the 2013 Code of Practice for Dangerous Goods Storage and Handling.

To ensure efficient collection, CARE GARDEN THERAPY PTY LTD should ensure that all chemical waste is:

- Properly packaged
- Labelled (item identifier and information about the environment, pictogram if possible)

- Stored correctly

Documenting

CARE GARDEN THERAPY PTY LTD will manage and report all incidents related to hazardous chemicals, which are in line with CARE GARDEN THERAPY PTY LTD‘s Incident Management Policies and Procedures. Furthermore, documentation will also be recorded in CARE GARDEN THERAPY PTY LTD‘s Records and Information Management Policy and Procedure to ensure sufficient evidence for possible future matters.

Supporting Documents

Documents applicable to this policy and procedure include:

- Work Health and Safety Policy and Procedure
- Incident Management Policy and Procedure
- Risk Management - Risk Management Plan

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 5.9 Infection Prevention and Control Policy and Procedure

Purpose and Scope

The Infection Prevention and Control Policy and Procedure are implemented throughout CARE GARDEN THERAPY PTY LTD to ensure all potential risks of disease and infections are eliminated from all relevant personnel and participants.

CARE GARDEN THERAPY PTY LTD will establish and utilise various protocols and measurements to minimise the possibility of infectious diseases circulating within CARE GARDEN THERAPY PTY LTD that may affect participants, workers and visitors.

CARE GARDEN THERAPY PTY LTD strives to provide an adequate facility in which all individuals are safe, healthy and content. The Infection Prevention and Control Policy and Procedure should be read in concurrence with CARE GARDEN THERAPY PTY LTD's Occupational Health and Safety Policy and Procedure.

This extends to all workers and meets the relevant laws, regulations, and standards.

Definitions

Infection	A condition in which bacteria or viruses that cause disease have entered the body.
Notifiable Disease	A notifiable disease is any of various health conditions that, upon detection, are required to be reported to public health authorities. For certain diseases, namely those of an infectious nature, mandatory disease reporting plays a critical role in preventing and controlling the spread of disease in populations.
Airborne	Transported by air.
Hygiene	Conditions or practices conducive to maintaining health and preventing disease, especially through cleanliness.
Transmission	The process of passing something from one person or place to another.

Policy

CARE GARDEN THERAPY PTY LTD acknowledges that establishing measurements to reduce any form of potential risks is significant. The Infection Control Policy specifies how CARE GARDEN THERAPY PTY LTD controls situations of infection and provides an understanding of the main aspects.

Droplet, airborne and bloodborne is significant ways of virus transmission and contamination. Transmission of infections may also occur using materials such as contaminated food, water, medicines and products or with appliances and equipment. That is why efficient infection control is crucial to delivering excellent assistance for participants and a safe working atmosphere for CARE GARDEN THERAPY PTY LTD‘s workers and visitors.

It is considered there are three principal components of infection. The first component is that infection control assists in the prevention of contagious organisms being transmitted and manages infections if they arise. The second component is an infectious virus. An infectious virus is a biological agent that can trigger its host's disease or illness. The final component of infection is an infectious disease. Infectious diseases are caused by pathogenic microorganisms, such as fungi, parasites and bacteria. How an infectious disease can be transmitted from one individual to another through touching and bodily fluid transmission.

Workers Responsibilities

Workers of CARE GARDEN THERAPY PTY LTD are to adhere, comply with and implement the standards and protocols of the Infection Prevention and Control Policy and Procedure. They are also responsible for ensuring that participants are utilising disposable tissues wherever deemed necessary. They should ensure that all surfaces and areas are monitored and frequently attended to and cleaned.

Management Responsibilities

Management maintains accordance with the Infection Prevention and Control Policy and Procedures, establishes and implements infection control services, and guarantees successful implementation and enforcement of the policy. Management will utilise Continuous Improvement Plan annually to review and assess the performance of CARE GARDEN THERAPY PTY LTD.

Owner/CEO/Director Responsibilities

It is the CEO/ Director’s responsibility to implement the Infection Prevention and Control Policy and Procedure and guarantee that all participants comply with the policy.

Procedure

CARE GARDEN THERAPY PTY LTD adopts the Infection Control Procedure to ensure that all elements of infection are eliminated within CARE GARDEN THERAPY PTY LTD.

All the correct protocols must be adhered to by all personnel. The health, safety and well-being of CARE GARDEN THERAPY PTY LTD's participants, workers and volunteers are a priority. It is significant if any worker of CARE GARDEN THERAPY PTY LTD becomes absent when suffering from sickness and disease.

CARE GARDEN THERAPY PTY LTD is also required to remain vigilant to any disease, as many diseases or infections are Notifiable diseases. Any found Notifiable diseases must be disclosed and mentioned to the Health Department.

As a precaution, any worker, Manager, or volunteer of CARE GARDEN THERAPY PTY LTD with a notifiable disease shall not undertake work until their doctor advises them that it is safe to do so. If any staff/worker, members or Owner/CEO/Director have any infectious viruses/diseases (such as the flu or common cold) are required to remove themselves from the workplace until they have been examined and cleared by a doctor.

This means they are required to provide an electronic and hard copy of a medical/doctor's certificate to the Owner/CEO/Director before commencing employment.

Standard Provisions

Many various standard provisions should be adhered to regarding infection control. All of CARE GARDEN THERAPY PTY LTD's personnel must follow the standard provisions that are established to minimise any potential risk of infection or disease. It is significantly important that all workers utilise and implement the standard provisions in the event they come into contact with blood or body fluids. Workers must maintain the hygiene, sanitation and cleanliness of all surfaces and areas of CARE GARDEN THERAPY PTY LTD. This is to ensure that all areas that will be utilised by any individual are not at risk of infection or disease.

It is expected that the workers of CARE GARDEN THERAPY PTY LTD must wear Personal Protective Clothing and Equipment (PPE). PPE is equipment or clothing that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, gown or apron, facemasks and enclosed footwear. It also includes respiratory protective equipment (RPE).

Where workers are conducting duties and tasks such as cleaning equipment and managing chemicals and foods that may have potentially become contaminated with body fluid, then PPE should be maintained. The form of PPE Disposable latex gloves should be utilised when performing the mentioned above tasks.

In the circumstance where a participant is displaying signs and symptoms of respiratory infection, it is significantly important that all personnel adhere to respiratory hygiene and cough etiquette. Various aspects are involved when handling situations of respiratory infections. The first measurement that should be taken is to ensure that all participants are utilising disposable tissue. It is important to ensure that the disposable tissue is utilised as single-use only and to be disposed of immediately after use.

Allowing participants to only use a single disposable tissue will assist in the control of spreading respiratory infections. In the event a participant is unable to access a disposable tissue when needing to sneeze or cough; they must do so with their inner elbow. This will ensure that any airborne saliva or other body fluids have not contaminated the environment. As well as ensuring that tissues are utilised when sneezing and coughing, hand hygiene must be taught to participants as an additional method of infection control. CARE GARDEN THERAPY PTY LTD's workers are to create awareness and understanding to participants of these measures, which should be adhered to when controlling potential or present respiratory infections.

Where a participant is experiencing present or potential infectious disease, then CARE GARDEN THERAPY PTY LTD's workers must ensure they are complying with the correct and relevant standard provisions. It is important that they adhere to the standard provisions when they have come into contact with bodily substances, used equipment and supplies. Items such as bed linen and contaminated surfaces must be thoroughly sanitised and cleaned after every use. Workers of CARE GARDEN THERAPY PTY LTD are expected to maintain their hand hygiene frequently and must perform a 30-second hand wash. A 30-second hand wash must be conducted when a worker has come into contact with the following:

- a participant
- before and after eating
- after utilising the restroom
- using gloves of any kind

Participant-Centred Approaches & Good Practices

CARE GARDEN THERAPY PTY LTD promotes participant encouragement for participation in infection control. This is done by multiple steps, which include:

- CARE GARDEN THERAPY PTY LTD offers participants opportunities to recognise and discuss risks which allow participants to use feedback through the services feedback, compliments and complaint procedures.
- CARE GARDEN THERAPY PTY LTD will advise participants about the protocols for safeguarding their privacy and confidentiality
- CARE GARDEN THERAPY PTY LTD will inform participants about CARE GARDEN THERAPY PTY LTD's methods of infection control and advise participants to report their health or risk conditions where there is a possible source of infection.
- CARE GARDEN THERAPY PTY LTD will provide educational content using a range of flyers, posters and informative videos on the prevention and control of infections.
- CARE GARDEN THERAPY PTY LTD must consider participant feedback when implementing policies and services.

When conducting any routine surface cleaning of CARE GARDEN THERAPY PTY LTD, certain protocols are established. The first measure of routine surface cleaning is to ensure that surfaces are

thoroughly cleaned and have disinfectant applied before and after they are used and when they are noticeably dirty. The flooring of CARE GARDEN THERAPY PTY LTD should be cleaned daily or as required with a vacuum cleaner/mop. It is essential that all leaks and spills should be immediately attended to and dealt with, and have been provided with the appropriate signage, to ensure there is no risk of slips, trips, or falls.

CARE GARDEN THERAPY PTY LTD acknowledges that other factors should be taken into consideration when controlling infections. Although physical transmission between people is deemed to be the primary way in which an individual may become affected by infection or disease, environmental surfaces contribute a minor role. It is significantly important that all surfaces and areas of CARE GARDEN THERAPY PTY LTD are thoroughly and constantly being attended to. Maintaining a clean and hygienic environment will support the minimisation of the spreading of infection or disease. When conducting the task of routine cleaning, it is recommended that warm water and washing detergent is utilised. Where a worker is required to conduct cleaning tasks on surfaces, then a disinfectant is to be used and must be in accordance with the manufacturer's instructions. Another measurement to reduce risks of infection throughout surfaces is to wash all mops and buckets with detergent. Once they have been cleaned, they must be thoroughly dried and stored away. It is encouraged that CARE GARDEN THERAPY PTY LTD establishes and implements a maintenance and cleaning schedule, to ensure all areas and surfaces are attended to and thoroughly cleaned.

Documentation

Like all incidents and occurrences that may arise concerning infection and infection control, it must be made aware to authorised personnel. CARE GARDEN THERAPY PTY LTD will be required to document and retain any incidents abiding with the Incident Management Policy and Procedure. All infections will be reported and recorded to authorised personnel, who will ensure all workers are made aware. This is to ensure that all workers, participants and other relevant personnel are taking the correct measurements when dealing with the situation and remain healthy and safe where possible.

Supporting Documents

Documents relevant to this policy and procedure include:

- Incident Management Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 5.10 Personal Protective Clothing and Equipment Policy and Procedure

Purpose and Scope

CARE GARDEN THERAPY PTY LTD will implement and maintain the Personal Protective Clothing and Equipment Policy and Procedure. This is to ensure that all personnel involved within CARE GARDEN THERAPY PTY LTD are kept safe and are at low risk of injury. All required uniforms and equipment will be provided to each person to ensure that it reflects correctly and in accordance with their job position. It is standard that all personnel are to wear their appropriate attire and equipment when undertaking specific tasks. All protective clothing and equipment must be in accordance with CARE GARDEN THERAPY PTY LTD's guidelines and regulations.

This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Bacteria	Very small organisms that are found everywhere and are the cause of many diseases.
Hazardous	Risky; dangerous.
Protective	Intended to protect someone or something.

Policy

The Personal Protective Clothing and Equipment Policy indicate that CARE GARDEN THERAPY PTY LTD must provide and implement protective clothing and equipment to all personnel. All individuals must ensure that they are abiding by this policy to minimise any risk of injury or mishaps that can occur if failure to follow this policy.

Management Responsibilities

- Provide and purchase all appropriate personal protective clothing and equipment in accordance with an individual's job position.
- Maintain all equipment to ensure it is working correctly and no faults will occur.
- Ensuring all clothing and equipment are being constantly implemented and enforced.

- Discuss and instruct each worker on how to use their PPE provided by CARE GARDEN THERAPY PTY LTD.
- Provided appropriate locations for each bit of equipment.

Worker Responsibilities

- Ensuring all personnel are wearing the correct and appropriate attire at all necessary times.
- Using accurate equipment when completing an individual's specific task.
- Ensure all uniforms and equipment are kept tidy, presentable and in a respectable manner.
- Request and inform nominated personnel if new clothing is needed.
- Ensure that if any equipment or clothing is lost or damaged, it is reported to the correct person in CARE GARDEN THERAPY PTY LTD.
- Ensure that all equipment that is no longer in use is disposed of correctly.
- Ensure that all PPE is stored in a sanitary environment.

Procedure

CARE GARDEN THERAPY PTY LTD will implement the Personal Protective Clothing and Equipment Procedure to ensure the safety of all personnel while participating in CARE GARDEN THERAPY PTY LTD. CARE GARDEN THERAPY PTY LTD will provide all appropriate clothing and equipment to each individual to ensure that it is in accordance with their relevant position within CARE GARDEN THERAPY PTY LTD. Each person provided with personal clothing and equipment is expected to implement and follow this procedure constantly.

Personal Protective Clothing and Equipment, most commonly known as (PPE), is designed to be worn by an individual and protect them from any risk of injury or illness.

Description and Implementation of PPE

Protective Mouth and Nose Wear (Masks)

Masks are made and designed to be fluid-repellent to ensure no hazardous substances enter the mouth or nose area. The mask should correctly fit the individual's face, where the nose and mouth area is completely covered. It is required that all personnel wear a mask and wash their hands before and after every use.

All masks must be:

- Singular use only and are disposed of.
- The masks remain untouched once in position on the face.
- Immediately disposed of and removed by handling tapes.

It is required that all personnel wearing a mask restrains all coughing, and discussions are kept at a bare minimum. This is to ensure the transition of all possible bacteria.



Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Risk Management Policy and Procedure
- Participant - Risk Assessment Form
- Incident Management - Incident Register
- Incident Management - Incident Report

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedure from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

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Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 5.11 Household Cleaning Policy and Procedure

Purpose and Scope

CARE GARDEN THERAPY PTY LTD understands the importance of maintaining all participant's homes to reflect a sterile and appropriate living environment.

CARE GARDEN THERAPY PTY LTD will provide cleaning services to all home care participants and will ensure adequate training is provided to ensure that their home is in accordance with infection control, nobility, and participants' desires.

This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Sterile	Free from bacteria or other living microorganisms; totally clean.
Cleanliness	The state or quality of being clean or being kept clean.

Policy

The Household Cleaning Policy is implemented through CARE GARDEN THERAPY PTY LTD's home care services and duties. It is the duty of care of CARE GARDEN THERAPY PTY LTD to provide sufficient environments where all participants are satisfied.

CARE GARDEN THERAPY PTY LTD is committed to aiding participants in developing the skills and knowledge to obtain a clean and sanitary environment. Personnel will also receive the necessary training from CARE GARDEN THERAPY PTY LTD in order to perform cleaning tasks in a participant's home.

Worker Responsibilities

- Apply all received training and skills to assist participants in maintaining a clean home environment.
- Complete all cleaning tasks that a participant is unable to do independently.
- Use the correct equipment.
- Wear the necessary PPE.
- Report any additional aids or modifications.
- To report and ensure they are not using any faulty equipment.

Management Responsibilities

- To provide adequate training to all personnel to ensure all cleaning tasks can be completed correctly.

Procedure

The Household Cleaning Policy and Procedure entails the correct protocols and criteria that must be followed when delivering cleaning services to a participant. An environmental assessment will be conducted on all homes to understand the areas that need extra attention and will be actioned upon the review. It is a requirement that all personnel wear the correct Personal Protective Equipment (PPE) to protect them from any potentially hazardous substances.

CARE GARDEN THERAPY PTY LTD will endure a home environment assessment of a participant's home. This is to establish risks or areas that must be approved before any care and services are delivered. Strategies will also be put in place to ensure all potential harm and risks to participants and personnel are eliminated. It is the responsibility of CARE GARDEN THERAPY PTY LTD to provide adequate training to all personnel to develop the knowledge and skills when handling the use of chemicals, hazardous substances, storage, and other cleaning duties. All PPE will be provided to personnel by CARE GARDEN THERAPY PTY LTD.

All required cleaning services that a participant will need in their home must be documented and recorded for reference. The participant or their chosen advocate must agree to the services and their suggested schedule.

If chemicals or equipment are unable to be handled by trained personnel, then personnel or participants mustn't attempt to continue with that particular cleaning task. They should communicate to the Health Care Manager about any substance or equipment that is unable to be utilised by personnel.

All documents created by cleaning personnel must be maintained to ensure the correct and appropriate services are being delivered to a participant. This should contain the number of hours spent at each home, progress notes, and any equipment that needs to be assessed and attended to.

Safety Equipment

All personnel and participants must maintain a safe and sterile environment. The following outlines the safety measures that should be taken when delivering household cleaning services. However, it is not limited to the following:

Ensuring that all electrical equipment is non-faulty and in good working condition. If it is faulty, then it must be reported to both the participant and the Health Care Manager.

All electrical repairs are not to be conducted by CARE GARDEN THERAPY PTY LTD personnel. However, personnel should often examine electrical leads and cords to ensure there is no exposed wiring. This must be communicated to the HC Manager. RCD Safety plugs should always be utilised for electrical work.

- Enquire necessary instruction from HC Manager if unsure how to utilise the equipment.
- Ensure that all electrical switches are working correctly and that the ON/OFF buttons are easily operated.
- Maintain the cleanliness of all equipment.

General Household Cleaning Procedure

Interior	Once a cleaning service is required for a participant, personnel must prepare all equipment before attending to the participant. They must ensure that no grabbable items are still on the floor, all rubbish is placed in the bins, and the rubbish is emptied. If it is noticed that there are cobwebs within the internal areas of a participant's home, then they must be removed. The final area should be the floor and vacuuming and/or mopping must be utilised where necessary.
Toilets	Toilets should be cleaned and maintained three days a week. The toilet area should have a sufficient amount of toilet paper and scented sprays. It is essential that toilet brushes are not to be used to clean the toilet seat or exterior. Personnel will use disposable cleaning cloths and materials that are utilised when cleaning the toilet area and must be disposed of after every use. When cleaning the exterior, personnel are expected to take specific care to clean all crevices of the toilet and plumbing pipe under and behind the cistern. The toilet seat should be wiped with a dry cloth. Personnel should wear the correct footwear (boots) and gloves when cleaning. Protective eyewear must be always worn, as the toilet bowl cleaner is acid-based and very hazardous to the touch.
Baths	Bathrooms should be initially inspected for mould and grim before every cleaning begins. All floors, walls and cabinets are to remain clean. It is essential that hand-held connections and soap containers are sterile. All hand basins located in the bathroom must be sterile, and the plumbing connections must be washed in the same duration.

Bathroom Floors	All bathroom floors must be dried before a participant utilises the bathroom. The floor is to be mopped with natural detergent, and if necessary, a hand brush can be used to clean grout on floors.
Shower	Participants must have non-slip shower mats placed in their shower to eliminate any risks of falls. Personnel will ensure that all handheld shower connections and soap containers are clean. If there is visible grout, it is essential that it is removed immediately.
Bed	A participant's bedroom must be regularly cleaned. All areas of the mattress must be washed; warm detergent water must be used with a disposable cloth. It is essential that all surfaces are dried thoroughly before the participant can use their bed.
Wet Mopping	Areas that require wet mopping in a participant's home include bathrooms, toilets and kitchens. All mops and mop heads are to be stored dry, and all mop heads must be disconnected after every use and stored in a plastic bag. It is important that all mop buckets do not have an unattended mop as it may cause spillage. If an area is significantly dirtier than the remaining floor, a separate mop should be used. Water should be constantly changed while mopping.
Vacuum Cleaning	When utilising a vacuum, personnel must ensure that the bag is changed daily and the filters are changed in accordance with the directives given by the manufacturer. All vacuum cleaners used must be fitted with the appropriate filter and dust bags. Dry sweeping should be avoided where necessary.
Dining Areas	Personnel is expected to clean all eating areas each time they have been utilised. The floor is to be mopped and swept, and the chairs are to be wiped over daily.

Lights	All light fittings are to be cleaned on an annual six-month period with water and detergent. When doing so, it is essential that personnel follow the below guidelines: Ensure lights are turned off by the power switch before cleaning. If it is not reachable by hand, then personnel must use a ladder. Loose dirt will be removed with a clean cloth. Utilise equipment with an extendable handle. Clean the bowl of the light on both the interior and exterior. Then dry and polish with a separate clean cloth. It is important that personnel allocate enough time for light bulbs to cool down if cleaning is necessary. This is to ensure that no burns will occur.

External Areas	Bins – As with all bins within a participant's home, they must be frequently emptied and washed with detergent. To clean the outside bin, personnel must only use diluted detergent and scrub the surface with a banister or toilet brush. Once they have been cleaned, they will be rinsed with pressured water (hose) to remove all dirt from the bin. The bins will then be turned upside down, allowing them to dry completely before adding any rubbish in there. Personnel are then expected to return them to their designated area. Grassed Areas - grass areas are to be maintained and cleaned frequently. There should be no litter on the ground, but if the occasion arises, then it is the responsibility of personnel to collect all rubbish and place it in the main collective rubbish bin. Participants' lawns are to be trimmed on a rotational foundation between personnel. Concreted Areas – personnel are to use a straw broom to clean all paved areas and, depending on the cleanliness, can be monitored once a week or more if required. Occasionally, all paved areas are to be pressure washed when needed.

CARE GARDEN THERAPY PTY LTD will provide First Aid Kits in all utilised vehicles. This is to ensure that medical aid will be easily accessible in case of an incident. If an incident, injury, or sickness occurs, then the HC Manager must be immediately notified. In the event of an emergency, personnel are responsible for contacting emergency services on 000.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Falls Prevention Policy and Procedure
- Incident Management - Incident Report
- Incident Management - Incident Register
- Incident Management - Incident Investigation Form
- Personal Protective Clothing and Equipment Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Valli Tamilselvan}	Initial Release	2027-01-13

Section Six – Provision of Supports Environment

CM. 6.1 Vehicle Safety Policy and Procedure

Purpose and Scope

CARE GARDEN THERAPY PTY LTD utilises the Vehicle Safety and Policy and Procedure, which ensures all persons included in transportation are kept safe. It is vigilant that all recruits apply relevant laws, regulations, and standards to be compliant with the relevant information provided.

It is important to ensure all workers are meeting relevant legislation and regulations. It must be in conjunction with CARE GARDEN THERAPY PTY LTD's Work Health and Safety Policy and Procedure. All the relevance of the current Policy and Procedure entails adequate information to help engage in step-by-step requirements towards the health and safety risks applicable to the use of vehicles. The information provided will include relevant material to continuously enable safety measures for both workers and participants during services being provided to participants of CARE GARDEN THERAPY PTY LTD. This Policy and Procedure is in unity with the current legislative needs, the Work Health as well as Safety Policy and Procedures.

Definitions

Safety Measures	Activities and precautions taken to improve safety, i.e., reduce risk related to human health.
Participants	A person who is involved in an activity or an event. In this case: those who receive funding from the NDIS.
Legislation	It is a law that has been promulgated (or 'enacted') by a legislature or other governing body or the process of making it.
Insurance	An arrangement by which a company or state undertakes to provide a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a specific premium.
License	A permit from an authority to own or use something, do a particular thing, or carry on a trade.
Valid	Legally binding due to having been executed in compliance with the law.

Staff	All the people employed by a particular organisation.
Visitors	A person with the right or duty of occasionally inspecting and reporting on a college or other academic institution.

Policy

All relevant information mentioned below must be met with relevant laws, legislation, and standards. All staff and volunteers must have a valid Australian driver's license and must use a motor vehicle to complete assigned work at CARE GARDEN THERAPY PTY LTD. Management, workers, participants, and visitors who are required to use a motor vehicle must comply with health and safety at CARE GARDEN THERAPY PTY LTD.

When an employee is providing service that requires the use of a motor vehicle, it is important to ensure that the Risk Management procedure values are in process.

Management must ensure that first aid, as well as location-appropriate communication, is present while travelling to both remote and long distant locations. It is compulsory to ensure trips made in any circumstance provide the following:

- Driver fatigue management strategies.
- Communication plan in place.

Procedures

Owner/CEO/Directors must provide comprehensive insurance policy and roadside assistance to all motor vehicles provided by CARE GARDEN THERAPY PTY LTD. Staff who are assigned to roles that include operating motor vehicles must have a valid driver's license with the accordance of being reviewed each year to comply with CARE GARDEN THERAPY PTY LTD Human Resources Policy and Procedure.

The Owner/CEO/Director must ensure all vehicles accommodate emergency supplies and amenities, which will include first aid kits, torches, emergency contact numbers and reflective jackets and cones.

Owner/CEO/Directors must ensure all motor vehicles prior to them being operated have suitability in accordance with what the role may entail. A vehicle history check must be kept on file to ensure CARE GARDEN THERAPY PTY LTD is aware of any type of incidents that may have occurred involving a motor vehicle. Enable a maintenance service for the motor vehicle to acknowledge what type it may fall under (this would include if it's privately owned or leased). This will allow CARE GARDEN THERAPY PTY LTD to evaluate vehicle protection and roadworthiness. Evaluate the car and driving

ability of staff (a driver's history report can be asked for an accurate document to keep on file). Staff must acknowledge hazard and risk management strategies while operating motor vehicles owned by CARE GARDEN THERAPY PTY LTD.

The suitability of vehicles and guidelines will be provided by the company. See CARE GARDEN THERAPY PTY LTD's Incident Management Policy and Procedure.

The Owner/CEO/Directors must ensure that all staff who are operating their own motor vehicle for business purposes have current registration, maintain service as required and have insurance. If an accident occurs, there is an incident with the motor vehicles provided or/and there is hesitation from the staff member who is operating the motor vehicle; the Owner/CEO/Director will raise the issues privately and conclude in termination or warning to the staff member.

If an accident occurs, the staff must notify management and emergency services. Staff must notify management if there is a high risk of vehicle stoppage. This will include breakdowns, accidents as well as bogging with compliance with the Incident Management Policy and Procedure of CARE GARDEN THERAPY PTY LTD.

According to what the circumstance is, the termination will be made. Staff under no circumstance can be unlicensed, give untruthful information or be under the influence of illegal substances or alcohol. Staff must comply with road rules at all times. If the role entails consistent driving, it is crucial that staff must ensure they are taking regular breaks or at least two hours, as necessary. Owner/CEO/Directors must request a criminal history check prior to hiring staff and engaging in operating motor vehicles. Staff must ensure all participants are dedicated to being secure and safe while in a motor vehicle at all times; this includes participants to be seated on either side but behind the staff member whilst driving. Lastly, all safety inspections have been completed before operating a motor vehicle.

Speed

Staff are to comply with the following:

- Road rules: Speed limits in school zones, weather conditions, road works and driving experience. Under no circumstance should staff exceed the speed limit, especially if a participant is sharing the same motor vehicle.
- Fines: If an infringement has been issued whilst driving, the staff must appoint themself and make relevant payments, inclusive of any demerits point that may be lost due to their infringement.

Safety

Safety can save lives. Below are the mandatory to be followed:

Seat Belts

Seat belts must be always worn from staff to participants. If participants have a medical condition that they cannot comply with the law to wear a seat belt for their safety, they must have a certificate from their doctor indicating the reasons why. Staff are required to have a copy of the documentation provided in case of any stopovers by police.

Seatbelts must be in immaculate condition for the safety of staff and participants. If there are any issues concerning safety due to wear and tear of seatbelts, the Owner/CEO/Director must be informed and not allow motor vehicles to operate until fixed. The motor vehicle must be replaced with a temporary car until the issue is rectified.

Mobile Phones

Mobile phones will not be available while driving. This includes when the motor vehicle is stationary in the park but running as well. Motor vehicle engines must be completely turned off and parked if needed. Under no circumstance is the mobile phone to be used whilst driving with or without a participant present.

Motor Vehicle Safety Check

The safety of the participants must always be a priority. To ensure the safety of participants, all motor vehicles must ensure that levels of fluid, brakes, transmission, power steering, windscreen washer fluid and radiator engine oil are checked. All windows and mirrors must be cleaned and adjustable for staff when necessary.

Services must be always completed when due. This will include tyres, wiper blades, and external lights being checked. Avoiding wear and tear at each service is required.

Incidents

All incidents in such forms must be reported with CARE GARDEN THERAPY PTY LTD‘s Incident Management Policy and Procedures.

Participant Transport

Participants' care assessment plan should be considered as well as all staff must complete a risk assessment to ensure their driving ability is not questionable. Some participants will need different measures taken to ensure that they are safe and that staff are avoiding any injuries that may affect them during their ride.

Supporting Documents

Documents relevant to this policy and procedure include:

- Incident Management Policy and Procedure
- Work Health and Safety Policy and Procedure
- Risk Management - Risk Management Plan

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 6.2 Transporting Participants Policy and Procedure

Purpose and Scope

The Transporting Participant's Policy and Procedure is maintained and implemented throughout CARE GARDEN THERAPY PTY LTD to ensure the safety of all participants when being transferred. CARE GARDEN THERAPY PTY LTD will provide adequate forms of transportation for all participants that require transportation needs. All individuals' requirements will be managed efficiently and effectively to ensure the safety and comfort of all participants.

This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Transporting	Take or carry (people or goods) from one place to another by means of a vehicle, aircraft, or ship,
Road Worthy	(Of a motor vehicle or bicycle) fit to be used on the road.

Policy

CARE GARDEN THERAPY PTY LTD recognises the importance of all participants' needs and requirements. It is the responsibility of CARE GARDEN THERAPY PTY LTD to organise all methods of transportation for participants that are in accordance with one's comfort, safety and any risks that may arise to CARE GARDEN THERAPY PTY LTD's volunteers, personnel and subcontractors.

Worker Responsibilities –

- Advising CARE GARDEN THERAPY PTY LTD of any transportation needs an individual may require.
- Safely transport participants if required.

Procedure

The Transportation and Discharge Policy and Procedure outline the organisation that CARE GARDEN THERAPY PTY LTD is required to create in order to transfer and discharge all participants safely.

Transportation or Discharge of a Participant

All vehicles utilised for the transportation of participants must be appropriate and safe. A participant may use their own vehicle, or one provided by CARE GARDEN THERAPY PTY LTD. All vehicles that are utilised must possess the following qualities:

- Registered and roadworthy vehicle.
- Must have legitimate insurance.
- Must remain clean and safe, free from any obstructions.

All personnel who are carrying out the responsibility of transferring participants must obtain a valid and legitimate driver's license in accordance with the vehicle type.

It is essential that CARE GARDEN THERAPY PTY LTD maintain all required information in relation to all the vehicles that are being utilised to transfer and commute participants to different locations. The designated driver's license must have a renewal date to create awareness to CARE GARDEN THERAPY PTY LTD of the duration period a driver can drive. It must also contain the vehicle's registration expiry date, along with the expiry date of their insurance. All vehicles that are being utilised to transport participants must always contain a first aid kit.

The Health Care Manager will be responsible for the following:

- Maintaining all documents relating to referral forms required for and by alternative service providers. They are responsible for submitting all emails, scans and faxes and storing them in the Participant File. The Participant Files shall be placed in the archive.
- Discussing and communicating participants' potential referrals and obtaining written and verbal consent.
- Notifying and communicating to all participant's health specialists of their progress notes.

Transportation via Motor Vehicles

All vehicles that are utilised to transfer participants from one location or another need to be frequently monitored, checked, and cleaned. There are many different requirements that enable a motor vehicle to be adequate and appropriate. Below outlines the factors that are considered appropriate utilisation of motor vehicles:

- Ensure all seat belts are in working order and maintain the restraint of participants.
- Ensure all doors are working correctly, and ensure they remain closed throughout the duration of the travel.
- Guarantee that no individual is smoking on the bus.
- All vehicles must contain and be equipped with first aid kits.

If there is a trip plan that is out of the ordinary travel care plan, consent must be made by the HC Manager prior to leaving CARE GARDEN THERAPY PTY LTD.

It is important that if an emergency, incident, or accident of any kind occurs, emergency services can be contacted.

Transportation via Bus

It is the duty of the HC Manager and volunteers/key personnel to maintain awareness of all participants travelling.

All key personnel/volunteers must remain interactive and participate in all activities. It is also important that the HC Manager thoroughly plan all trips accordingly. All necessary items must be taken on the bus; this includes all required medication, mobile phones, first aid kits and a reliable map directory.

HC Manager is expected to ensure that the seating of participants on the bus is in accordance with their requirements. This should ensure that the safety and comfort of the individual are considered and actioned. They are also responsible for ensuring all participants' emergency contacts and information are taken on the bus in the event an emergency is to occur. They will also maintain a list of all participants' names and ensure all are accounted for once entering and exiting the bus.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Participant - Referral Form
- Participant File
- Privacy and Confidentiality Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 6.3 Participant Money and Property Policy and Procedure

Purpose

This policy and procedure aim to ensure an effective system is implemented within the framework of CARE GARDEN THERAPY PTY LTD that enforces careful handling of participants' financial and personal property. CARE GARDEN THERAPY PTY LTD and its workers must ensure to implement these practices with honesty, integrity and in a manner that reflects the participant's best interests.

Scope

CARE GARDEN THERAPY PTY LTD‘s workers recognise the importance of ensuring this policy and procedure's fundamental operations and practices reflect and adhere to the rights of the participants. This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Financial Exploitation	Any action that includes the misuse of a person’s money or assets without their permission. It involves stealing assets, pension payments and the abuse of an attorney's power.
Property	A thing or things belonging to someone; possessions
Valuables	Valuables are things that you own that are worth a lot of money, especially small objects such as jewellery.

Owner/CEO/Directors Responsibilities:

- Ensure the participant receives recurring invoices and bank statements.
- To ensure the participant’s requested funds are appropriate and suitable for their position.
- To ensure the signatory personnel are suitable to the participant and are managing their funds appropriately.

- To assist participants with budgeting when buying goods and services from CARE GARDEN THERAPY PTY LTD and other providers, ensuring that they reflect good value.
- Ensure transactions that occur towards received funds and expenditures are verified and are part of the participant's management plans.
- Ensure to store every current and previous financial statement document and budget record safely and securely.
- Participants are not to be given financial advice or information other than that which would reasonably be required under the participant's plan.

Policy

The participant must manage their finances personally; however, if required, CARE GARDEN THERAPY PTY LTD's workers may be able to either assist or undertake the role. The participant must provide consent directly to the Owner/CEO/Director, and approval must be gained before commencement. Under no circumstances, can any worker offer unsolicited financial advice or try to influence a participant.

Measures and practical strategies will be implemented within CARE GARDEN THERAPY PTY LTD's framework that ensures participants' assets are managed and accounted for at all times to protect the property. Any financial assistance given should encourage independence and safeguard the participant and worker of CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD understands the importance of ensuring that there is an even distribution between giving advice and support to participants in handling their financial affairs and protecting the rights of individuals who may be at risk of misuse and deception.

Financial assistance or advice given by CARE GARDEN THERAPY PTY LTD's workers should always reflect the best interests of the participants. Financial assistance or advice will not be provided other than that which would reasonably be required under the participant's plan.

Workers of CARE GARDEN THERAPY PTY LTD should also aim to protect and encourage independence in managing personal properties and finances. CARE GARDEN THERAPY PTY LTD will refer to participants' individual NDIS Service Agreement and Support Plan to ensure adequate support, advice and assistance are given and upheld at all times.

Procedure

If a participant seeks care or assistance from CARE GARDEN THERAPY PTY LTD, detailed information on how to handle the participant's assets, belongings, and finances will be created. Participants will be provided with detailed information.

CARE GARDEN THERAPY PTY LTD‘s workers are aware and understand that providing participants with advice that is not in the participant's best interests may result in disciplinary actions being taken against the worker.

Incidents/Accidents

This section should be enforced in ways that comply with the Participant Incident Management Policy and Procedure. CARE GARDEN THERAPY PTY LTD will ensure to investigate, report, and manage any questionable actions that indicate or suggest a participant has been subject to financial exploitation or experienced loss or damage to property.

CARE GARDEN THERAPY PTY LTD‘s workers are aware and understand that severe disciplinary actions may be taken against them due to breaching compliance.

If a participant wants to file a complaint about their finances or asset management, all participants have access to the feedback and complaint procedures of CARE GARDEN THERAPY PTY LTD.

CARE GARDEN THERAPY PTY LTD‘s feedback collection mechanisms, such as participant satisfaction surveys, will assess:

- Participant awareness of their rights and the extent to which they feel able and supported to exercise them.
- Participant satisfaction with CARE GARDEN THERAPY PTY LTD‘s complaints processes.
- Whether the participant is satisfied with the choices they have been provided regarding their service delivery.

Property of Participants

To ensure CARE GARDEN THERAPY PTY LTD can manage participants' property effectively, the necessary measures will be enforced to safeguard their belongings, valuables and properties are safely managed. CARE GARDEN THERAPY PTY LTD also requires participants to do the following; however, it is not limited to:

- Label items with participants' names.
- Items brought during visits should be kept in storage when not in use.
- Items that are considered valuable should be registered upon arrival.
- Store all items in a safe and secure location.
- All valuable items should be documented (details of the product should be stated as accurately as possible)
- Provide a signature for the document that outlines their management of finances, properties, belongings and valuables.

CARE GARDEN THERAPY PTY LTD is responsible for collecting and documenting the participant's finances, properties, belongings and valuables; however, it cannot be held liable for damage, loss or destruction of the participant's property or possessions.

Participant Money

To ensure the most effective management of finances and participants' money or property is enforced, CARE GARDEN THERAPY PTY LTD will implement specific restrictive measures against workers to ensure participants are not subject to exploitation or abuse.

When managing or handling participants' finances, CARE GARDEN THERAPY PTY LTD's workers must always adhere to the following; however, they are not limited to:

- Treat financial affairs as confidential information that must NOT be shared with other persons.
- Report any individual inquiries regarding the participant's financial affairs to the Owner/CEO/Director.
- Ensure to report to the Owner/CEO/Director if a participant cannot manage their finances and financial affairs with a worker's assistance and support.
- Ensure to support and manage participants' financial assets in a manner that is in the best interests of the individual.
- Ensure consent is obtained and stored from the participant prior to providing support and assistance in financial affairs.
- Ensure not to use or loan participants money; doing so may result in disciplinary action.
- Ensure to assist participants with the safe handling of their money.
- Must not use participants' PIN codes or passwords to assist in handling finances.
- Ensure the NDIS Service Agreement and Support Plan contains necessary information regarding the management of their finances.
- Ensure the NDIS Service Agreement and Support Plan are reviewed annually, and the necessary changes are made if required.
- Ensure to act in accordance with the individual's NDIS Service Agreement and Support Plan.
- Ensure participants' money is only used to help the participant, not others.
- Ensure that cash is only used for the individual participant.

CARE GARDEN THERAPY PTY LTD understands that service delivery may include workers and participants sharing an occasional meal together, which should not jeopardise their position at CARE GARDEN THERAPY PTY LTD. If this instance arises, a Companion Card should cover the costs involved. If a Companion Card is not provided, workers must not allow participants or participants' families to use their funds to pay for activities or meals. In this case, it is the responsibility of the Owner/CEO/Director to address and decide the payment method to cover the expenses on a case-by-case basis.

Supporting Documents

Documents relevant to this policy and procedure include:

- Participant Incident Management Policy and Procedure
- Participant Rights and Responsibilities Policy and Procedure
- Financial Management Policy and Procedure
- Feedback and Complaints Management Policy and Procedure
- Service Access Policy and Procedure
- Human Resources Policy and Procedure
- Staff Code of Conduct
- Compliance Policy and Procedure
- Risk Management Policy and Procedure
- Service Delivery and Participation Policy and Procedure
- Records and Information Management Policy and Procedure

CARE GARDEN THERAPY PTY LTD can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year with participants who use the service, their families, caregivers and workers.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers, and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

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1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 6.4 Medication Management Policy and Procedure

Purpose and Scope

This policy and procedure outline the specific measures and practices CARE GARDEN THERAPY PTY LTD and its workers will implement to ensure the medication of participants is managed in a safe, ethical, and effective way. This ensures all workers of CARE GARDEN THERAPY PTY LTD adhere to the standards and guidelines set out in this policy and procedure, allowing them to deliver quality services of care safely.

CARE GARDEN THERAPY PTY LTD and its workers understand the importance of enforcing safe practices when administering medication to participants and ensuring participants are aware of their ability to be in control of the administration of medication.

CARE GARDEN THERAPY PTY LTD will utilise specific Medication Management methods which ensure the participant's needs and requirements are the priority and ensure all workers of CARE GARDEN THERAPY PTY LTD maintain reliability when utilizing these practices.

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Chemical Restrictions or Restraints	Chemical restraint is not a form of treatment. Rather, it is medication given primarily to control a person's behaviour, not to treat a mental illness or physical condition. Rather, chemical restraint occurs when medication is intentionally given to exert control over a patient's movements or behaviour.
Medication Prompting	In terms of this policy and procedure, medication prompting refers to reminding participants of the time and reminding them to take their medication. Participants have the right to refuse medication or decide when to take them.

Policy

CARE GARDEN THERAPY PTY LTD and its workers understand and recognise the importance of implementing the necessary measures to ensure medication is administered in a manner that is reliable, safe, and in accordance with the regulatory guidelines. CARE GARDEN THERAPY PTY LTD' workers will also ensure the safety and health of all persons within CARE GARDEN THERAPY PTY LTD is recognised and always considered.

When administering or managing medication, workers will ensure to follow the participant's Medication Management Checklist and the Medication Plan and Consent Form when doing so. By following these documents, workers can ensure the right medication is administered with the appropriate dosage in a safe and reliable manner. The administration of medication to participants allows workers to gain an understanding and increase their skills in administrative procedures.

In addition to this, CARE GARDEN THERAPY PTY LTD' practices and operations are set to a standard that is per the regulatory guidelines set out in the NDIS Quality and Safeguarding Framework.

CARE GARDEN THERAPY PTY LTD must ensure that all standards are met in conjunction with the regulatory guidelines in a safe and proper method regarding the administration and supervision of medication.

CARE GARDEN THERAPY PTY LTD' Management recognises the importance of ensuring workers are supported when unsure of how to properly and safely administer a certain type of medication. In these situations, workers should be able to ask questions, raise concerns and queries, and receive a truthful response. Management is responsible for ensuring workers delivering care are provided with the necessary training and information to support the administration of medication.

CARE GARDEN THERAPY PTY LTD and its workers are responsible for notifying each individual of the procedures involved with medication treatment. When supporting participants with managing their prescriptions, CARE GARDEN THERAPY PTY LTD can only do so according to the following preferred order:

- If participants have the capability to self-administer and manage their medication and treatment effectively, then families and alternative support systems assist participants when handling specific areas of their medication.
- If the participant self-administers medication with the assistance of a medical support personnel, then workers will provide assistance to participants who self-manage their medications and treatments.
- For participants who cannot administer medication then workers are fully responsible for the administration and management of the participants medication.

CARE GARDEN THERAPY PTY LTD acknowledges that in certain circumstances, medications may be used as a form of restrictive practice, such as chemical restraint. Where this occurs, the use of such medications will be strictly managed in accordance with the *National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018*. All use of chemical restraint must be documented in an appropriate Behaviour Support Plan developed by a registered NDIS Behaviour Support Practitioner, and authorised as per relevant state or territory requirements.

Procedures

CARE GARDEN THERAPY PTY LTD and its workers recognise the importance of ensuring medications and treatments are administered in a manner that is safe, effective, and suitable to the individual. To ensure this is done to a high standard, CARE GARDEN THERAPY PTY LTD will utilise this procedure as a guideline when administering and managing the medication of participants.

Medications taken by participants must only be administered if it is in the original packaging distributed by a pharmaceutical practitioner and belongs specifically to the individual. When administering medication or supervising a participant while self-administering medication, workers must ensure the dosage, manufacturers conditions and instructions provided on the packaging are strictly followed. CARE GARDEN THERAPY PTY LTD will ensure under no circumstances is another individual's medication to be given to another participant.

CARE GARDEN THERAPY PTY LTD will utilise the Medication Management Checklist and the Medication Plan and Consent Form to ensure all forms of medicine participants require are documented and stored in the participant's file. CARE GARDEN THERAPY PTY LTD will follow the administration limitations such as Dose Administration Aid (DAA), as per the community requirement which would allow individual medicine doses to be organised according to the dose schedule determined by the Patient's case. We have competency assessments for administration of medication. CARE GARDEN THERAPY PTY LTD will manage, and support PRN as required medications, scheduled regulated

medications as well as cytotoxic medications and follow the Medication administration chart for the same.

Workers must report incidents regarding side effects or adverse effects resulting from the medication, ingredient or dosage in the incident register to ensure such issues are taken into consideration. It is important to note such incidents down to make other practitioners and support workers aware of any problems the participant faces.

Training and Development Requirements of Workers

CARE GARDEN THERAPY PTY LTD recognises and understands the importance of ensuring an effective process is implemented when hiring new individuals to provide these individuals with the relevant skills, knowledge and strategies that allow them to deliver quality care when managing medication safely. Management of CARE GARDEN THERAPY PTY LTD will monitor workers and perform regular performance reviews to ensure all workers understand CARE GARDEN THERAPY PTY LTD' expectations and standards of performance during work. By doing so, CARE GARDEN THERAPY PTY LTD can confirm that their workers obtain the necessary qualifications and skills to manage medications safely and effectively.

Workers who have a higher qualification are eligible to partake in the management of medication as it is within the boundaries of their capabilities. A person who holds a higher qualification such as a Registered Nurse, obtains the necessary skills and knowledge to manage and administer medication to participants safely. Workers with a higher qualification partake in an annual evaluation to determine their level of knowledge and skills.

CARE GARDEN THERAPY PTY LTD must ensure all workers participating in the management of medication obtain the qualifications required to manage participants medication safely. CARE GARDEN THERAPY PTY LTD will ensure this is done through a Registered Training Organisation (RTO). Additional training may be required if a worker does not obtain the required knowledge and skills to adhere to the care and well-being of participants to ensure services of care are delivered to a high standard. The required qualifications and training are first aid training (possibly further certificates of asthma, anaphylaxis, and CPR), the correct methods in assisting participants with medication management, consumption or information/knowledge. All workers should present strong knowledge of the contraindications, precautions, dosage, and side effects of medications the participants are consuming.

In addition to this, CARE GARDEN THERAPY PTY LTD' workers who partake in the management of medication are expected to undergo refresher training to rejuvenate their knowledge and skills every 3 years. All new practices should be addressed and understood by all workers taking the course.

There are certain circumstances in which CARE GARDEN THERAPY PTY LTD' workers are expected to undergo training. Below outlines these circumstances:

- If there are issues regarding specific tasks to manage medications effectively, the Management or a Registered Nurse will suggest refresher training.
- If a worker has to assist a participant whose medications or needs have changed, and they do not possess the adequate training or qualifications to do so.
- If an external body, such as a health care professional or the participant's family or representative, suggests it is necessary to undergo refresher training.
- If a worker accidentally uses the incorrect procedures when managing a participant's medication.
- If a worker is unable to fulfill their duties of managing participants medication due to modified environment or living arrangements.

Forms of Management

Assisting with Medication

The Medication Management checklist should be utilised for all participants to ensure the appropriate measures and practices are adhered to and implemented when workers assist participants. Participants who self-administer medication should be supported in the technical activities associated with administering or managing their medications.

There are certain practices and measures implemented within the framework of CARE GARDEN THERAPY PTY LTD to ensure participants can safely administer and manage medications. Below outlines, the duties of CARE GARDEN THERAPY PTY LTD' workers to ensure participants are supported:

- Workers should retrieve participants' medication when requested. All medications should be safely stored and given to them in the original packaging/container.
- Workers of CARE GARDEN THERAPY PTY LTD should supervise participants when self-administering medication to ensure there are no problems or harm caused to the participant.
- Workers should support participants when documenting the medications they administer.
- Workers should always place the medication in the participant's hand, or on a sanitary surface that is accessible to the participant in order for them to self-administer the medication.
- If asked, workers should assist participants in opening the packaging or container to reduce the likelihood of spillages of medications.

Administration of Medication

CARE GARDEN THERAPY PTY LTD recognises and understands that some participants may require more assistance than others. To adhere to this, workers of CARE GARDEN THERAPY PTY LTD will determine where to provide support on a case-by-case basis.

To do this, participants will undergo assessments that thoroughly assess their level of independence. This allows workers to figure out the amount of assistance a participant may require when administering medication.

The Medication Plan and Support Plan will outline the detailed procedures of supporting the individual, which CARE GARDEN THERAPY PTY LTD' workers will follow if a participant is deemed unfit to administer medication or manage their medication safely. These documents also specify the duties and responsibilities of workers when administering medication to participants.

All medications participants require must be supplied by a pharmaceutical or health practitioner. All medications should be documented, including any new adjustments made to the collection of the participant's medications. In addition to this, workers must ensure all medications are retained in the original packaging and stored securely and safely. Prior to the approval of administration, Workers must ensure the medication was directly issued by the participant's health care professional.

Workers of CARE GARDEN THERAPY PTY LTD should always aim to effectively enforce the training and skills acquired when managing and administering medication to participants. In addition to this, all workers of CARE GARDEN THERAPY PTY LTD will consult with participants and assess the procedure to encourage participation in effectively managing and administering medication. Participants' decisions regarding medication management should be evaluated and considered, and workers of CARE GARDEN THERAPY PTY LTD should arrange the necessary supplies for participants, where required.

CARE GARDEN THERAPY PTY LTD understands the importance of ensuring that the administration of medication is performed in a manner that does not affect the health and safety of participants and others. To ensure this is adhered to, workers are obligated to monitor participants when administering medication. Below outlines the specific guidelines CARE GARDEN THERAPY PTY LTD will follow to ensure the health and safety of all participants is maintained.

To ensure CARE GARDEN THERAPY PTY LTD provides the most effective, safe, and quality management and administration of medication, workers are expected to monitor participants when self-administering medication. To do this, CARE GARDEN THERAPY PTY LTD workers will follow the guidelines outlined below before managing or administering medications:

- Workers must ensure all prescribed medications are administered at the appropriate time and in the appropriate dosage.
- Workers must ensure they take phone orders and make a record of it in the phone order sheet.
- Workers must enforce the measures to ensure a sanitary process of administration and management of medication.
- Workers must ensure all documentation on medication is completed and processed appropriately and in its entirety.
- Workers should check to ensure the medication being administered belongs to the participant.
- Workers should ensure all use of administrative methods is safe and right to the participant and the medication requirements.

- Workers should store the medication in a safe and secure location, organized neatly to minimise confusion or mistakes between medications.
- Workers must obtain the necessary knowledge and qualifications to adequality apply first aid procedures.
- Workers should aim to gain a thorough understanding of the participant's medications and the reason for prescribing medications. This is to ensure when combining medications, workers are aware of the potential side effects associated with the medication.
- Workers should ensure to follow the appropriate procedures outlined in the Medication Management Checklist and supervise participants when administering medication(s).

CARE GARDEN THERAPY PTY LTD' workers will ensure all of the guidelines outlined above are completed prior to administering medication to participants. Under no circumstances are CARE GARDEN THERAPY PTY LTD' workers to administer medication to a participant who is in an unconscious state fully and not fully aware of the processes involved in administering the medication. These states include if a participant is:

- Sleeping or fatigued
- Nauseated
- Distorted

Workers must ensure participants are aware, understand the process involved and are fully conscious.

In addition to this, CARE GARDEN THERAPY PTY LTD will utilise the 8 Rights of Medication to ensure the appropriate methods and practices are used when managing and administering medication. This tool is utilised by a variety of providers and is widely recognised. The eight rights to medication are outlined below:

- Right Participant
- Right Medication
- Right Dose
- Right Route
- Right Time
- Right Documentation
- Right Reason
- Right Response

Participants should be informed that refusal to take medication may result in contacting their health practitioner and the completion of a Medication Incident Report. CARE GARDEN THERAPY PTY LTD and its workers understand and recognise that all participants have the right to refuse medication; however, they will strive to ensure the safety, health and well-being of all participants is adhered to.

CARE GARDEN THERAPY PTY LTD recognises the importance of maintaining individuality and independence, thus, will effectively prompt participants to administer medication and to carry

medication with them. To ensure this is done in the most effective and supportive manner, CARE GARDEN THERAPY PTY LTD' workers will ensure to:

- Refer to the participant's Support Plan for details regarding the time of day to remind participants of administering their required mediation.
- Refer to the participant's Medication Management Checklist to ensure the correct medication is administered in the appropriate dosage, using the appropriate procedures.
- Remind participants of the current time.
- Remind participants of the upcoming medications they should administer.

CARE GARDEN THERAPY PTY LTD recognises and understands that participants may choose to take their medications at a different time more suitable to them. Workers should respect this decision and assist participants where necessary.

CARE GARDEN THERAPY PTY LTD understands that there are certain restrictions involved in prompting participants, in which these restrictions will be adhered to and followed by all workers delivering quality care. Below outlines the specific limitations of Workers when promoting participants in the safe management and administration of medication:

- Recommend medications to be administered
- Alter the packaging of the medication
- Measure liquid medication or clarify the dosage
- Apply lotions or creams to the participant
- Administer shots
- Physically touch medications
- Assign medication to a participant

Determining Participants Capability

CARE GARDEN THERAPY PTY LTD and its workers are committed to encouraging participants to maintain individuality when self-administering and managing medications. CARE GARDEN THERAPY PTY LTD' workers will ensure participants utilise the appropriate methods that are likely to increase their ability to be responsible for their own administration and management of medication.

If workers of CARE GARDEN THERAPY PTY LTD have a valid reason to believe participants are incapable of safely administering and managing their medication, a certified medical practitioner will be required to execute a capability assessment to determine the participant's abilities, knowledge, and skills. These assessments should be executed if the participant's physical or mental state alters to ensure they obtain the necessary skills and knowledge for the safe management of medication.

Consent

CARE GARDEN THERAPY PTY LTD and its workers recognise the importance of ensuring all actions and practices are approved by the participant or their advocate in written form. To ensure this is done,

CARE GARDEN THERAPY PTY LTD will implement and enforce the necessary measures and practices to ensure no actions are taken without the approval of the participant.

If a participant is unable to provide CARE GARDEN THERAPY PTY LTD with consent, their advocates, representatives, or family members may provide consent on behalf of the participant. In these instances, the person who provides the consent must ensure the decision reflects the best interests of the participant.

Prior to completing the Medication Forms, CARE GARDEN THERAPY PTY LTD must ensure written consent has been provided through the Consent Form and Medication Plan. This piece of documentation outlines the following:

- Participants' requirements and needs in relation to their medication.
- The required technique of administration and types of medication.
- Participants wrote approval of the administration of medication by CARE GARDEN THERAPY PTY LTD' qualified workers.
- Worker's authorisation.

CARE GARDEN THERAPY PTY LTD and its workers must ensure all participants are informed of the procedures and practices used to effectively manage and administer medication in a way that is comprehensible to the individual.

Participants Unable to Self-Administer and Manage their Personal Medications

CARE GARDEN THERAPY PTY LTD and its workers are dedicated to ensuring participants receive quality care and support when administering and managing medications. CARE GARDEN THERAPY PTY LTD and its workers recognise that some participants may be incapable of safely administering and managing their medication; thus, CARE GARDEN THERAPY PTY LTD' workers must ensure they obtain the necessary skills and qualifications to assist participants.

CARE GARDEN THERAPY PTY LTD' workers will utilise the Medication Management Checklist, Medication Plan and Consent Form, and the Support Plan to ensure the correct medication is administered in the appropriate dosages when necessary. Participants must provide written consent on these documents, which can be withdrawn at any time.

If a participant refuses to take their medication, there are certain measures CARE GARDEN THERAPY PTY LTD must take to manage the incident. CARE GARDEN THERAPY PTY LTD' Management should document the event using the Workplace Incident Report, which should be stored in the participant's file. CARE GARDEN THERAPY PTY LTD' Management is obligated to inform the participant's medical practitioner after the incident has been assessed and documented.

Participants' Self-Administration and Management of Personal Medication

CARE GARDEN THERAPY PTY LTD understands and recognises the importance of ensuring participants are capable of administering and managing their personal medications safely. CARE GARDEN THERAPY PTY LTD and its workers are dedicated to ensuring both workers and participants implement safe practices and procedures.

To determine participants' capability of administering and managing their medication independently, CARE GARDEN THERAPY PTY LTD' workers will assess participants frequently and make a decision on whether they are capable or require assistance.

Participants whose mental or physical state has been modified or changed in any way should be assessed to determine their capability of continuing to self-administer and manage medication effectively.

Participants who wish to self-administer or manage their personal medication are required to provide CARE GARDEN THERAPY PTY LTD' Management with a written endorsement. This document confirms that the individual obtains the necessary knowledge and skills to manage and self-administer medication effectively.

In addition to this, CARE GARDEN THERAPY PTY LTD may request a recommendation letter from the participant's medical consultant or representative to further confirm the capability of the participant to administer and manage personal medication and prescriptions safely.

To ensure all participants who are capable of self-administering and managing their personal medications and prescriptions, CARE GARDEN THERAPY PTY LTD and its workers will ensure the following:

- Ensure participants can administer and manage their own medication.
- Ensure participants use medications that are in the original packaging.
- Ensure participants store and administer medication according to the manufacturer's instructions.
- Ensure participants are supervised when self-administering medication. When supervising participants, workers must ensure the medication being administered is accurate and verified before giving the participant approval.
- Ensure all medications are stored in a safe and secure location and follow the required storing of the medicine. Participants and unapproved personnel should not be able to access the medications.

Safe Storage of Medications

All relevant persons of CARE GARDEN THERAPY PTY LTD acknowledge and accept their liability for storing participants' medication safely, securely, and accordingly. If a participant condones workers of CARE GARDEN THERAPY PTY LTD to manage and store their medications, they are responsible for

ensuring the methods that ensure workers implement safe and secure storage. In addition to this, participants must ensure their medication has not been tampered with or diminished in any way.

When workers store participants' medications, they must adhere to the instructions of the manufacturer, as well as the pharmaceutical practitioner, to ensure the safest and most effective practices of storage are enforced. All administrative tools prescribed by the pharmacist should be stored accordingly and in a safe manner. All participants' medications will be stored individually and away from food or toxic compounds. Medications should be stored in a location that is inaccessible to children.

Workers will ensure to store medications in a lockable location (e.g., filing storage, cabinets) and thus only accessible to the workers. Workers supporting the management of medication should possess a key. If a key is lost or misplaced, CARE GARDEN THERAPY PTY LTD is required to organize replacement locks and keys to ensure no unauthorised persons access the medications.

When storing medications, CARE GARDEN THERAPY PTY LTD understands that certain medications require certain temperature levels. All medications that require a controlled temperature are to be stored in the appropriate location (e.g., Fridge). Workers must ensure this location does not pose a risk to the condition of the medication. This means there should be no possible leakages of other fluids; the location should be organized neatly and not contain objects that may damage or break the packaging of the medication.

If a participant decides to accept full responsibility for their own medications, they should ensure no other person is able to access the medications. This includes visitors, families and other participants attending CARE GARDEN THERAPY PTY LTD.

If a participant’s medication needs to be relocated or transported, CARE GARDEN THERAPY PTY LTD must utilise the appropriate procedure to do so. Medication should be arranged into a container that is sealed and in good condition.

Disposal of Medications

CARE GARDEN THERAPY PTY LTD will ensure the procedures used to dispose of medications are safe. These procedures are further outlined in CARE GARDEN THERAPY PTY LTD’ Waste Management Policy and Procedure. CARE GARDEN THERAPY PTY LTD understands the importance of ensuring no harm, damage or loss has been caused to individuals or the environment as a result of unsafe disposal of medications. To adhere to this, CARE GARDEN THERAPY PTY LTD will follow the necessary procedures when disposing of medications to ensure the environment is not negatively impacted or damaged.

If a participant no longer requires a certain medication, they are obligated to inform CARE GARDEN THERAPY PTY LTD’ workers, who will then submit the medication to the pharmaceutical practitioner for appropriate disposal. Workers of CARE GARDEN THERAPY PTY LTD must ensure all medications are stored individually. In addition to this, CARE GARDEN THERAPY PTY LTD’ workers must return all medication at the end of their service of care.

Medication Modifications

CARE GARDEN THERAPY PTY LTD recognises the importance of ensuring approval is obtained prior to altering a participant's medications. To ensure this is adhered to, CARE GARDEN THERAPY PTY LTD' workers will obtain written consent from the participants' medical or pharmaceutical practitioner or their support worker. Once written consent has been obtained, workers should modify the current Medical Plan and Consent Form of the participant to ensure that accurate updates have been documented.

CARE GARDEN THERAPY PTY LTD and its workers acknowledge the possible toxic repercussions or negative implications of modifying participants' medications and will ensure to enforcement of the necessary practices to minimise, eliminate or manage these possibilities.

Possible modifications made to a participant's medication are outlined below; however, they are not limited to:

- Crushing tablets
- Separating pills
- Dissolving tablets without the intention of dishonesty
- Halving consumption of dosage
- Withholding medication

When managing and administering medication to participants, Workers must ensure to uphold a high standard of integrity. To effectively adhere to this, workers should not disguise medications in meals or beverages. As stated above, modifications can include dissolving tablets; however, this must be done in a manner that is not deceiving to the participant.

Restrictive Methods – Chemical Restraints

The use of chemical restraints must only occur as a last resort, following a thorough functional behaviour assessment and with appropriate approval, oversight, and documentation as required by the *NDIS (Restrictive Practices and Behaviour Support) Rules 2018.*

CARE GARDEN THERAPY PTY LTD understands and recognises that some participants may require the use of restrictive chemical methods. Participants that may be subject to the use of restrictive chemical methods are those who obtain a Behavioural Management Plan. Workers who assist in applying chemical restrictions to a participant must obtain the necessary knowledge, skills, and qualifications to do so. For more information regarding the process of utilizing chemical restrictions, refer to CARE GARDEN THERAPY PTY LTD' Positive Behaviour Supports, Restrictive Practices and Support Plan Policy and Procedure.

Prohibited Methods

CARE GARDEN THERAPY PTY LTD understands the importance of ensuring the appropriate procedures and practices are implemented when managing and administering medication to participants. To ensure this is done effectively, Workers will ensure to utilise the appropriate strategies according to the participant's medical needs, requirements, and capabilities.

Workers of CARE GARDEN THERAPY PTY LTD should always uphold and maintain the rights of the participants; to do so, their decision on the refusal of medication should be acknowledged and respected. In some cases, CARE GARDEN THERAPY PTY LTD may be obligated to override current procedures and enforce restrictive measures, if permitted. For more information on restrictive practices, refer to CARE GARDEN THERAPY PTY LTD' Positive Behaviour Supports, Restrictive Practices and Support Plans Policy and Procedure.

CARE GARDEN THERAPY PTY LTD' workers will ensure all medications are administered in a way that adheres to the needs and requirements of the participant. Failure to do so can lead to possible negative repercussions. In addition to this, CARE GARDEN THERAPY PTY LTD acknowledges that workers are subject to certain limitations in their procedures. Below outlines certain restrictions workers must abide by to be compliant with this policy and procedure:

- Workers should refrain from utilising methods of practice that impact the efficiency of the organisation.
- Should the participant have over-the-counter medications NOT listed on their Medication Chart, workers must not administer these medications should the participant request it. Only noted medications may be provided. Over-the-counter medications include medications such as – Panadol, Aspirin and Nurofen, etc.
- Workers must not administer medication without following the guidelines outlined in the policy and procedure.
- Only workers who are qualified and trained may administer medications they are qualified in.

Refusal of Medication

CARE GARDEN THERAPY PTY LTD acknowledges participants' right to refuse medications and will respect their decision. If this situation arises, there are specific procedures implemented to ensure all relevant information documented and managed and the necessary action is taken. Below outlines, the steps CARE GARDEN THERAPY PTY LTD will utilise when managing the refusal of medication.

- Upon the refusal of medication, Workers should discuss with the participant the reasoning behind the rejection of medication.

- Repeated incidents of refusal of medication should be communicated to the Owner/CEO/Director or Registered Nurse of CARE GARDEN THERAPY PTY LTD, in which the appropriate measures will be implemented to effectively manage the situation.
- Information about the rejection of medication should be documented in the participant's Medication Management Checklist and the Medication Incident Statement.
- After the event has occurred, Workers are encouraged to discuss the importance of the medication to the individual. Workers should reiterate the information to participants and discuss approximately 30 minutes after the incident.

Recording Medication Management

CARE GARDEN THERAPY PTY LTD understands and recognises the importance of maintaining an effective reporting and documenting system to ensure all relevant information is documented appropriately and accordingly.

CARE GARDEN THERAPY PTY LTD will utilise the Medication Management Checklist to document and record all relevant information regarding medication and the management and administration of medication. Both participants and CARE GARDEN THERAPY PTY LTD should obtain a copy of the Checklist to ensure it is easily accessible when needed. This piece of documentation should be maintained, and ensure all updates should be documented appropriately.

Within the Medication Management Checklist, workers who are accredited and capable of providing support to participants will be documented in the checklist, including their level of qualification and the expiration dates for these qualifications.

Certain requirements constitute a completed and adequate form. Documentation cannot be referenced if it is not completed in its entirety and to the expected standard of quality. Below outlines the necessary information that must be documented for it to be considered complete:

- Document the participants required assistance with the management of medication (Administration, Assistance and Encouragement)
- States the participant's medication rights and the worker's acknowledgement and the implementation of these rights.
- The support workers accept to deliver medical support to the individual.
- Participants' adequate personal information, including:
    - Name
    - Residential address
    - Details of allergies
    - Emergency Contact information
    - Medications the participant is susceptible to.
    - Information regarding the support provided by workers, including:
    - Date
    - Time

- Medication and where it was sourced from (e.g., Name of the pharmaceutical practitioner)

If at any given time, a worker is unsure or unclear of their responsibilities and duties; they should consult with the Health Care Manager or the Registered Nurse for support and guidance.

Phone Order Process

At CARE GARDEN THERAPY PTY LTD, we follow the process of phone orders for medication management in accordance with the guidelines and standards set by the National Disability Insurance Scheme (NDIS). Here is a brief overview of the process:

Initial Assessment: When a participant requires medication management support, our organisation conducts an initial assessment to determine their specific needs and requirements. This assessment helps us understand the participant's medication routine, any allergies or sensitivities, and any specific instructions from healthcare professionals.

Participant Profile Setup: Once the initial assessment is completed, we create a participant profile that includes essential information such as the participant's name, contact details, NDIS number, primary caregiver (if applicable), and authorised personnel for medication management.

Medication Plan Development: Our organisation works closely with healthcare professionals and the participant's support team to develop a comprehensive medication plan. This plan outlines the specific medications, dosages, administration times, and any special instructions or precautions.

Phone Order Initiation: When it's time to order medications, the authorised personnel responsible for medication management initiates a phone order. They contact the designated pharmacy, ensuring that the pharmacy has the participant's medication records and relevant information.

Verification and Prescription Confirmation: During the phone order, our authorised personnel provides necessary details to the pharmacy, including the participant's name, medication list, dosages, and any changes or updates to the prescription. The pharmacy verifies the information, confirms the prescription, and ensures that there are no conflicts or contraindications.

Delivery and Tracking: After the phone order is confirmed, the pharmacy prepares the medication and arranges for its delivery to the participant's specified location. Our organisation maintains a record of the order and tracks its progress to ensure timely delivery.

Medication Administration Training: Upon receiving the medication, our organisation provides comprehensive training to the participant or their caregiver on proper administration techniques, adherence to the prescribed schedule, and potential side effects or precautions associated with the medications.

Ongoing Monitoring and Support: Our organisation maintains regular communication with the participant, healthcare professionals, and the designated pharmacy to monitor the effectiveness of the medication management plan. We address any concerns, make necessary adjustments to the plan, and ensure ongoing support for the participant's overall well-being.

It's important to note that the specific details and procedures may vary depending on the individual participant's needs, the healthcare professionals involved, and the pharmacy's policies. However, this overview provides a general understanding of how phone orders for medication management are processed in accordance with the legislative standards.

Supporting Documents

Documents relevant to this policy and procedure include:

- Waste Management Policy and Procedure
- Medication Incident Report Form
- Medication Management Checklist
- Medication Plan and Consent Form
- Incident Management Policy and Procedure
- Work Health and Safety Policy and Procedure
- Incident Management Policy and Procedure
- Competency Assessments
- Decision-Making and Choice Policy and Procedure
- NDIS (Restrictive Practices and Behaviour Support) Rules 2018
- NDIS Behaviour Support Practitioner Application Guidelines 2020
- Relevant state/territory authorisation guidelines for restrictive practices

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 6.5 Pain Management Policy and Procedure

Purpose and Scope

CARE GARDEN THERAPY PTY LTD's Pain Management Policy and Procedure set out how CARE GARDEN THERAPY PTY LTD aims to keep participants as comfortable and as free from pain as possible. CARE GARDEN THERAPY PTY LTD will always aim to implement Management strategies for participants preferable to their health and safety.

All employees undertaking pain Management techniques will be required to operate within their scope of practice. No employees without the correct qualifications and training regimes will be permitted to provide participants with analgesia or pain medication.

Pain Management refers to managing and prioritising interventions in order to limit the pain effect participants are experiencing, which, in turn, will impact their independence, health, safety and contribution in life.

Strict protocols are implemented within CARE GARDEN THERAPY PTY LTD in order to ensure safe and accurate usage and administration of medications.

This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Pain	The highly unpleasant physical sensation caused by illness or injury.
Analgesia	Medication that acts to relieve pain.
Interventions	The action or process of intervening.

Policy

The Pain Management Policy sets out how CARE GARDEN THERAPY PTY LTD and its relevant personnel assists participants in managing their pain in the best and safest way possible. CARE GARDEN THERAPY PTY LTD continuously remains committed to ensuring participants are as free from pain as possible. This allows participants to be as comfortable as possible and live an independent lifestyle free from pain.

CARE GARDEN THERAPY PTY LTD's aim is to eliminate or reduce pain to a minimum or a tolerable level. CARE GARDEN THERAPY PTY LTD always aims for a participant's pain level to be on a scale rating of 2 out of 10. 1 being no pain and 10 being the worst pain they have ever felt. This allows participants to partake in activities of daily living to the best of their abilities without discomfort.

CARE GARDEN THERAPY PTY LTD employs correct, qualified, and experienced personnel. When participants require medication, CARE GARDEN THERAPY PTY LTD is required to deploy appropriate personnel who are competent in medication administration. This will be conducted in accordance with the Medication Policy and Procedure.

Worker Responsibilities

- Ensure workers continuously work and operate within their scope of practice.
- Continuously prioritise participant safety.
- Ensure compliance with this policy and procedure as well as the Medication Policy and Procedure.
- Reach out to CARE GARDEN THERAPY PTY LTD's Manager for additional support if required.
- Aim to implement non-medicinal interventions to manage pain first.
- Ensure continuous reference and operation in accordance with the participant's Medication Chart, Care Plan, etc.
- Ensure correct documentation is completed and retained.
- Continuously respect participants' privacy and dignity.
- Always obtained consent.

Management Responsibilities

- Ensure all care workers are trained and competent when managing pain, including medications.
- Continuously prioritise participant safety.
- Maintain compliance with this policy and procedure as well as the Medication Policy and Procedure, review as necessary.
- Provide support, assistance and guidance for any workers who require it.
- Ensure correct assessment and documentation are completed thoroughly and retained in accordance with the Record and Information Management Policy and Procedure.
- Prioritise patient comfort, safety, and dignity.

Procedure

The Pain Management Procedure depicts how CARE GARDEN THERAPY PTY LTD adopts correct and appropriate Management strategies when participants voice pain or discomfort. As a rule, all participants will undergo an appropriate pain assessment upon admission to CARE GARDEN THERAPY PTY LTD. This is always undertaken by CARE GARDEN THERAPY PTY LTD's Manager. Upon completion of the assessment, should the participant suffer from consistent or reoccurring pain,

CARE GARDEN THERAPY PTY LTD will implement a pain management plan in consultation with the participant, their family member, advocate, or representative. This will be included in the Care Plan.

All care staff may only assist a participant with PRN analgesia once they have received permission from the Manager. This includes the Management of a participant's pain with the responsibility of the Manager.

Training and Competency

All care workers required to partake in pain Management intervention or techniques will be required to undergo training regimes in order to operate in accordance with current and best practices. Appropriate training will be conducted by CARE GARDEN THERAPY PTY LTD's Manager.

Care workers are also required to participate in annual competency assessments on medications and will only be able to administer medications upon completion and success of the competency assessments. The medication competency assessments include:

- Administration of Liquid Medications Competency
- Administration of Medications with a Nebuliser Competency
- Administration of Oral Medications Competency
- Administration of S8 Medication Competency
- Administration of Inhalant Medication Competency
- Cytotoxic Drug Administration Competency.

Pain Monitoring

CARE GARDEN THERAPY PTY LTD employs the use of Pain Monitoring Charts. The participant's Care Plan must be evaluated and updated immediately should any changes or alterations occur to the participant's health status, preferences, or requirements. All of CARE GARDEN THERAPY PTY LTD's care staff will be trained in supporting the participant and their family to utilise non-verbal expressions of pain in order to express concern or discomfort in the easiest manner possible.

Pain Management

Workers of CARE GARDEN THERAPY PTY LTD are required to document all findings and interventions implemented for participants whilst providing care or services. This can be completed through charts or forms, e.g., Progress notes. CARE GARDEN THERAPY PTY LTD will always provide relevant information and advice to the participant, their family, and the advocate/representative regarding Management strategies, products and equipment that can help manage pain. Should the situation arise where pain has been previously diagnosed, CARE GARDEN THERAPY PTY LTD will assist participants in contacting their GP to receive a specific diagnosis and recommended treatment

or management strategies. Should this occur, CARE GARDEN THERAPY PTY LTD will then create an updated Care Plan to be utilised when providing care.

Depending on the participant's preferred or suggested pain Management techniques, CARE GARDEN THERAPY PTY LTD will complete all indicated pain Management strategies when applicable. Pain Management interventions or techniques may include:

- Heat Packs (for pain and aches)
- Cold Packs (for swelling)
- Analgesia and medications
- Bandages
- Band-Aids
- Creams and Ointments (e.g., Deep heat)
- Transcutaneous electrical nerve stimulation machines
- Breathing Exercises
- Provide heat or warmth
- Physical Activity such as stretching or walking
- Adjust positioning (e.g., Sit or lay down)
- Seek further professional assistance (e.g., GP, osteopath.)

Any participant requiring medication such as Panadol or S8 medications are required to be administered in accordance with the participant's Care Plan and Medication Chart. This must only be completed by trained and competent workers of CARE GARDEN THERAPY PTY LTD. In accordance with the Medication Policy and Procedure CARE GARDEN THERAPY PTY LTD must:

- Monitor any participants who require regular analgesia, report pain or take regular S4 or S8 medications. This must be monitored for 7 days utilizing the pain monitoring tool such as type, duration, length, size, current interventions etc.
- Refer to medical personnel or office to review pain Management interventions if PRN is administered to participants regularly, which is 4 or more times in 24 hours.
- Always evaluate and assess participants after receiving analgesia for side effects, efficiency, and outcome.
- Always evaluate and assess participants who have commenced a new order of analgesia.
- Revaluate the pain Management plan at least every 3 months. This can change depending on the health status changes to determine the success or failure of currently implemented strategies, including any adverse effects or events that have risen as a result of the medication, and also if the medication has impacted the participant's quality of life

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Medication Management Policy and Procedure.

- Record and Information Management Policy and Procedure.
- Administration of Liquid Medications Competency.
- Administration of Medications with a Nebuliser Competency.
- Administration of Oral Medications Competency.
- Administration of S8 Medication Competency.
- Administration of Inhalant Medication Competency.
- Cytotoxic Drug Administration Competency.

Policy Review

CARE GARDEN THERAPY PTY LTD may make a change to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 6.6 Mealtime Management Policy and Procedure

Purpose

The purpose of this Policy and Procedure is to ensure that each participant requiring mealtime management receives meals that are nutritious, and of a texture that is appropriate to their individual needs, and appropriately planned, prepared and delivered in an environment and manner that meets their individual needs and preferences.

Scope

This document applies to:

- all CARE GARDEN THERAPY PTY LTD staff and workers, whether permanent or casual, contractors, volunteers or business partners; and
- all participants receiving services and support.

Legislation, regulations and standards relevant to this Policy and Procedure include:

- National Disability Insurance Scheme Act 2013: https://www.legislation.gov.au/C2013A00020/latest/text
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 [F2021C01137]: https://www.ndiscommission.gov.au/about-us/legislation-rules-and-policies
- AS/NZS ISO 45001:2018 Occupational Health and Safety Management Systems - Requirements with guidance for use: https://isoglobal.com.au/migrating-iso45001/#:~:text=This%20means%20you%20must%20migrate,date%20of%2013%20July%202023
- NDIS Practice Standards and Quality Indicators – Provider Governance and Operational Management: https://www.ndiscommission.gov.au/rules-and-standards/ndis-practice-standards/core-module-provider-governance-and-operational
- Australian Dangerous Goods Edition 7.9 (ADG 7.9 Code): https://www.ntc.gov.au/codes-and-guidelines/australian-dangerous-goods-code

- Australian Standard 1319:1994 Safety Signs for the Occupational Environment: https://ablis.business.gov.au/service/sa/as-1319-1994-safety-signs-for-the-occupational-environment/46565

- Australian Standard 1345:1995 Identification of the Contents of Piping, Conduits and Ducts: https://jabac.com/wp-content/uploads/2020/06/AS-1345-1995-Identification-of-the-contents-of-pipes-conduits-and-ducts.pdf

- Hazardous Chemical Information System (HCIS): https://hcis.safeworkaustralia.gov.au/

Policy and Procedures

Our Commitment

CARE GARDEN THERAPY PTY LTD implements this Mealtime Management Policy and Procedure in alignment with the NDIS Practice Standards, including the Mealtime Management Standard introduced in November 2021. This Standard, appearing in Schedule 1 – Core Module, Part 5 – Support provision environment, ensures participants requiring mealtime support receive safe, nutritious, and appropriately prepared meals consistent with their individual needs and preferences.

Meals and the dining experience are a very significant part of day-to-day life. They play an important role in connecting participants socially and supporting a sense of belonging. Food can be a powerful social symbol for connecting participants with moods, emotions and rituals related to their identity.

Mealtime habits built over time can inspire feelings of comfort and familiarity for participants. Therefore, it's important for an organisation to consider a participant's preferences, religious and cultural backgrounds when providing food and drinks or hosting meals.

a) CARE GARDEN THERAPY PTY LTD is committed to identifying each participant requiring mealtime management.

b) CARE GARDEN THERAPY PTY LTD is committed to making sure that participants have enough nutrition and hydration to maintain life and good health and reduce the risks of malnutrition and dehydration.

c) CARE GARDEN THERAPY PTY LTD is committed to making sure that participants have enough to eat and drink to meet their nutrition and hydration needs and to provide the participant with the support they need to eat and drink.

d) CARE GARDEN THERAPY PTY LTD is committed to making sure that each participant requiring mealtime management has their individual mealtime management needs assessed by appropriately qualified health practitioners, including by practitioners:

    i) undertaking comprehensive assessments of their nutrition and swallowing;

ii) assessing their seating and positioning requirements for eating and drinking;

iii) providing mealtime management plans which outline their mealtime management needs, including swallowing, eating and drinking; and

iv) reviewing assessments and plans annually or in accordance with the professional advice of the participant's practitioner, or more frequently if needs change or difficulty is observed.

e) CARE GARDEN THERAPY PTY LTD assesses the needs of all participants and addresses:

i) what is needed to sustain life and support ongoing good health;

ii) any dietary intolerances, allergies or medication contraindications;

iii) the level of support or help the participant needs;

iv) participant's preferences, and religious and cultural considerations; and

v) timing of meals

f) CARE GARDEN THERAPY PTY LTD monitors nutritional and hydration intake to prevent dehydration, weight loss or weight gain.

g) CARE GARDEN THERAPY PTY LTD is committed to make sure that participants can choose from suitable and healthy meals, snacks and drinks. They can also take part in planning their menu.

h) CARE GARDEN THERAPY PTY LTD is committed to make sure that with their consent, each participant requiring mealtime management is involved in the assessment and development of their mealtime management plans.

i) CARE GARDEN THERAPY PTY LTD is committed to making sure that each worker responsible for providing mealtime management to participants understands:

i) the mealtime management needs of those participants; and

ii) the steps to take if safety incidents occur during meals, such as coughing or choking on food or fluids.

j) CARE GARDEN THERAPY PTY LTD is committed to make sure that CARE GARDEN THERAPY PTY LTD consistently provides participants' meal and drink preferences and menu selections that also meets their medical, cultural, religious or other needs.

k) CARE GARDEN THERAPY PTY LTD is committed to make sure that participants feel their dining experience is comfortable and not rushed. Any help they need to eat, and drink is readily available and provided in a dignified way.

l) CARE GARDEN THERAPY PTY LTD is committed to make sure that each worker responsible for providing mealtime management to participants is:

   i) trained in preparing and providing safe meals with participants that would reasonably be expected to be enjoyable; and

   ii) equipped to proactively manage emerging and chronic health risks related to mealtime difficulties, including how to seek help to manage such risks.

m) CARE GARDEN THERAPY PTY LTD is committed to making sure that mealtime management plans for participants are available where mealtime management is provided to them and are easily accessible to workers providing mealtime management to them.

n) CARE GARDEN THERAPY PTY LTD is committed to making sure that participants are satisfied that they receive or are helped to prepare a variety of well-proportioned, quality meals. CARE GARDEN THERAPY PTY LTD will ensure that their dining experience supports their quality of life.

o) CARE GARDEN THERAPY PTY LTD is committed to making sure that if participants are hungry or thirsty, a member of the workforce will get them something to eat or drink.

p) CARE GARDEN THERAPY PTY LTD is committed to making sure that relevant observations for assistance are considered and that food and drink are put within reach of participants and given in a way that the participant can eat and drink. This may include finger food, cut-up or modified meals or thickened drinks, where appropriate.

q) CARE GARDEN THERAPY PTY LTD is committed to making sure that effective planning is in place to develop menus with each participant requiring mealtime management to support them to:

   i) receive nutritious meals that would reasonably be expected to be enjoyable, reflecting their preferences, their informed choice and any recommendations by an appropriately qualified health practitioner that are reflected in their mealtime management plan; and

   ii) proactively manage risks if they have chronic health risks (such as swallowing difficulties, diabetes, anaphylaxis, food allergies, obesity or being underweight).

r) CARE GARDEN THERAPY PTY LTD is committed to make sure that procedures are in place for workers:

i) to prepare and provide texture-modified foods and fluids in accordance with mealtime management plans for participants; and

ii) to check that meals for participants are of the correct texture, as identified in the plans.

1) The International Dysphagia Diet Standardisation Initiative framework for labelling and testing modified texture food and fluids was adopted in Australia on 1 May 2019. The IDDSI framework consists of a continuum of 8 levels (0-7), where drinks are measured from Levels 0 – 4, while foods are measured from Levels 3 – 7. The IDDSI framework can be accessed from IDDSI International.

s) CARE GARDEN THERAPY PTY LTD is committed to make sure that meals that may be provided to participants requiring mealtime management are:

i) stored safely and in accordance with health standards;

ii) can be easily identified as meals to be provided to particular participants; and

iii) can be differentiated from meals not to be provided to particular participants.

t) CARE GARDEN THERAPY PTY LTD will provide the required equipment as well as appropriate training to the relevant staff to know how to use each required equipment.

Meals Management

Participant Consent

CARE GARDEN THERAPY PTY LTD will not disclose any confidential information to any persons who are not employed by CARE GARDEN THERAPY PTY LTD or the participant unless consent has been obtained. With their consent, each participant requiring mealtime management is involved in the assessment and development of their mealtime management plans.

Participant Intake and Nutrition Assessment

When a new participant joins, CARE GARDEN THERAPY PTY LTD gathers information about their food and drink likes and dislikes and their dietary and hydration needs using *Mealtime Management Plan Form* and *Nutrition Assessment*.

This includes any assistance they may require eating or drinking, food allergies and intolerances, medical or clinical requirements relating to food or drink, preferences in terms of when the participant would like their meals served and any religious or cultural needs.

Meal Plan Development, Collaboration, and Consultation

Staff collaborate with the participant's and/or their representative/s to deliver great-tasting, great-quality meals. The participant's food and drink preferences are recorded and given or made easily accessible to staff and other relevant parties. Systems ensure that any alterations to a participant's dietary choices or needs are recorded and quickly passed on to staff.

If required and with the participant's consent, an assessment will be conducted for each participant to develop a *Mealtime Management Plan Form* by a qualified health practitioner. A qualified health practitioner will assess the participant if they require meal management. A *Mealtime Management Plan* will be developed by the health practitioner in consultation with the participant to guide and utilise the support provision by the CARE GARDEN THERAPY PTY LTD.

Before healthcare professionals examine, treat or care for any participant, CARE GARDEN THERAPY PTY LTD must obtain their valid consent using the *Participant Information Consent Form* according to CARE GARDEN THERAPY PTY LTD's *Records and Information Management Policy and Procedure*.

An individualised *Mealtime Management Plan* for each participant enables CARE GARDEN THERAPY PTY LTD to manage the specific meal management. The participants will be provided with the support of required meal management by one of CARE GARDEN THERAPY PTY LTD's workers. In the *Mealtime Management Plan*, the requirements of meal management will be documented and checked with health practitioners.

Review and Adjustments

Assessments and plans for mealtime management for each participant must be reviewed annually or in accordance with the professional advice of the participant's practitioner, or more frequently if needs change or difficulty is observed.

The *Mealtime Management Plan Form* is updated whenever there is any change in a participant's dietary requirements or requests. When a change arises, the staff member on shift will update the participant's support plan.

Participants are invited to participate in planning lunch and dinner menus and CARE GARDEN THERAPY PTY LTD is flexible about the food CARE GARDEN THERAPY PTY LTD provides. For example, CARE GARDEN THERAPY PTY LTD can provide snacks and drinks in between mealtimes for participants with dementia or other challenges.

Incident, Emergency, Risk, and Complaints Management

Any incident or emergency related to the meal including required actions for participants e.g., during meals, such as coughing or choking on food or fluids, is addressed in the *Mealtime Management Plan*. In addition, the escalation of any incident or emergency on time will be identified in the *Mealtime Management Plan*.

All incidents will be recorded and reported as per the *Particpant Incident Management Policy and Procedure*. All complaints will be recorded and reported as per the *Feedback and Complaints Management Policy and Procedure*.

The *Mealtime Management Plan* will include the identification of risks including actions and escalations. This will include both CARE GARDEN THERAPY PTY LTD's internal reporting and identified reporting requirements within the service users' treating team. Health status of participants will be checked and reviewed regularly by a qualified health practitioner.

Nutritious Food Supports

Nutritious food supports healthy ageing and is essential for optimal participant treatment and recovery. Food also provides a sense of wellbeing and emotional comfort and is an important expression of cultural identity.

Poor nutrition is not merely a lifestyle issue; it represents a profound public health challenge that contributes significantly to the overall burden of disease within a population, more susceptible to people with disability.

The Victorian Government's "Better, Safer Care" report was a crucial step in tackling these widespread problems. This important document, and the ongoing work it represents, clearly stated that strong nutrition standards are vital for preventing harm and serious issues like malnutrition and dehydration among patients and residents.

Food is more than just fuel; it's key to the overall health of participants, particularly the ageing population. It's vital that their meals taste good and offer variety. This focus goes beyond just nutrition, greatly improving their quality of life and sense of worth. Here are some reasons why taste and variety are particularly important for elderly NDIS participants:

a) As people get older, their senses of taste and smell can fade. If meals are always the same, people might lose interest in eating, which can lead to malnutrition. For elderly NDIS participants, being malnourished can weaken their immune system, cause muscle loss, and increase the risk of falls and other health problems.

b) Giving them choices in what they eat helps them feel more independent and respected. Being able to pick their own food can also boost their mood, providing comfort and helping to fight off loneliness or sadness.

c) A varied menu makes it easier to meet special dietary needs, like those for diabetes or trouble swallowing. When meals are enjoyable, it also encourages social interaction, turning mealtime into a chance to connect with others.

The result of the annual review is expected to inform new standards to ensure procurement arrangements treat produce favourably, and that menus for participants, particularly those who also meet the ageing demographic, are nutritious, varied and culturally diverse.

Managing Hydration and Nutrition

This is important for a participant's quality of life. It helps to minimise the risk of infections, pressure injuries, anaemia, hypotension, confusion, and impaired cognition, decreased wound healing and fractures.

Foods to Avoid

a) Limit consumption of salt-rich foods such as cured meats, snack foods, and sauces such as soy sauce.

b) Avoid or limit intake of foods containing saturated or trans fats, including pastries, chips, and chocolate.

c) Limit foods and drinks high in sugar, such as confectionary, sugar-sweetened soft drinks, cordials and fruit drinks.

d) Limit consumption of alcohol to no more than two standard drinks per day

e) Keep 'extras' such as lollies, cakes, biscuits, fried foods and pizza to a minimum; they should not feature regularly and are not part of a healthy diet.

To achieve this, CARE GARDEN THERAPY PTY LTD determines the participant's dietary needs and preferences as soon as they join. This information is then shared among staff and with relevant others to ensure the participant receives the appropriate food and drink.

If necessary, the participant's hydration and dietary needs are discussed with other practitioners in a manner that always maintains the participant's privacy. All information received from speech pathologists, dietitians, healthcare workers and others is promptly recorded and acted upon by staff.

The system can accommodate all participants' meal requirements. Participants are encouraged to take their lunch and dinner in dining rooms. However, this choice remains with the participant, and it is understood that they may wish to dine elsewhere.

CARE GARDEN THERAPY PTY LTD believes that the dining experience is important to participants and their appetites, which is why dining rooms are designed to enrich a participant's dining experience socially and otherwise. Dining rooms are thus free from clutter and televisions are turned off during mealtimes.

The medical indications, food allergies and dietary intolerances of each participant are recorded on the *Mealtime Management Plan Form* and *Nutrition Assessment* and considered in the planning of all meals.

Wherever necessary, CARE GARDEN THERAPY PTY LTD speedily refers the participants to specialists for nutritional advice. Staff receive training about participant' food and drink needs when they begin with organisation and throughout their time with CARE GARDEN THERAPY PTY LTD.

Finger food, thickened drinks and modified meals are all available should this type of meal be more suitable for a participant's needs. Food storage, preparation and ordering systems all operate in full compliance with food safety legislation. Menus are reviewed to ensure CARE GARDEN THERAPY PTY LTD offers meals of high nutritional value.

Detecting Under-Nutrition and Poor Hydration

The onset of nutritional problems is often gradual and therefore hard to detect. However, features found in the history and examination may help identify those at risk. People can present with a variety of problems that may be vague or non-specific.

A malnourished state is defined as any of the following:

a) BMI < 18.5 kg/m2

b) Unintentional weight loss > 10% within the last three to six months

c) BMI < 20 kg/m2 and unintentional weight loss > 5% within the last three to six months

Implications of poor nutrition:

a) Weight loss

b) Deficiency of vitamins and nutrients

c) Poor wound healing and increased likelihood of pressure sores

d) Lethargy and sluggishness

e) Poor recovery from illness

f) Muscle weakness and wastage

g) Increased hospital admissions

Implications of poor hydration:

a) Constipation

b) Urinary tract infections

c) Low BP

d) Increased falls

e) Worsened cognitive impairment

f) Increased likelihood of pressure sores

g) Frail, dry skin

Adults need an average of 6 to 8 cups (1.5 to 2.0 litres) of fluid per day.

Meeting Nutritional and Hydration Requirements

The following procedure is to be followed to make sure the nutritional and hydration needs of participants are met:

a) Within 24 hours of admission, the participant admission and *Dietary/Nutrition Assessment* should be completed.

    a) Nutritional and hydration needs are established and recorded on admission documents using information from medical records, ACCR, hospital discharge documents, and doctor's health directions.

    b) All of this is done with input from the participant or representative.

b) The *Dietary/Nutrition Assessment* is printed and sent to the Head Chef at the catering/mealtime management department within the span of 24 hours.

    a) A list is printed by the Manager.

c) CARE GARDEN THERAPY PTY LTD then formulates a detailed care plan about 30 days after admission, which contains information on a participant's nutritional and hydration needs.

d) The care plan should be studied every two months or even a little early on when needed to help staff with a particular participant's needs and preferences.

    a) In any case, where changes need to be made to a participant's nutrition, the *Dietary/Nutrition Assessment* is to be updated.

    b) A *Nutrition and Hydration Changes Form* is filled and sent to the Head Chef.

e) The participant who needs their food in different textures because of some chewing or swallowing difficulty will need an assessment by a qualified health professional like a Speech Therapist.

f) If any staff observe unusual behaviour from the participant, like a persistent cough or inability to ingest food or drink water, an Registered Nurse will be needed to do a review. The affected participant will have to pause eating or drinking until the review is done.

g) At least once a month, the participant is to be weighed, and their food intake is reviewed on applicable charts like *Food Chart*, *Fluid Balance Chart*, and *Observation Record*.

h) During the admission process, the *Nutrition Risk Screening Tool* is done, concluded, and evaluated later.

i) In months where the weather is slightly hotter, participants' nutrition and hydration are closely examined. Participants will need more hydration except for people who have a special constraint.

CARE GARDEN THERAPY PTY LTD can ensure the health and nourishment of their participant by following the below:

a) Urge participants to eat regularly and in the right quantities.

b) Do not give them too much food so they are not overwhelmed.

c) Make sure your meals are pleasing to the eye as much as they are to the throat. Garnish your food, put some chilled ice in their glass of water, and a lemon slice on top.

d) Use menus that are easy for anyone. Dementia participants may need pictures in their menus to help them make a choice.

e) There should be no shortage of the accessories required, such as plate guards, cutlery, and two-handed cups. Make sure participant have these available at all times.

f) Help participant with their posture so they can eat and drink with comfort.

g) Dental health should be a priority. Ensure their dentures fit well and that they have good oral health, so they don’t have difficulty eating.

h) Track their eating habits and call their dietician if you notice any inconsistencies in their food intake.

i) Pay attention to urinary problems. Participant might stop drinking enough water if they are having problems in the bathroom.

j) Ensure that participants always have fluids on hand, especially for people who have lost their ability to feel thirsty.

k) For participant who are growing lean due to low intake, feed them with food that is rich in nutrients, especially fats and oils.

l) Make mealtimes fun for them. Create an environment where they feel good and want to socialise.

m) For better health, older people need to eat food containing nutrients from the five food groups, especially fats and oils. Research shows that a low-fat diet is not ideal for older people - for people over the age of 70 with a BMI around 30, a diet rich in fat will significantly improve their health.

n) Healthy nutrition and hydration are taken very seriously to prevent negative conditions like anaemia, hypotension, infections, fractures, etc.

o) Some diet options for healthy weight are the following:

    i) Highly nutritious food fortified with protein and high calories, especially in the early part of the evening.

    ii) If a participant has lost appetite, maintain an appropriate calorie level by giving small regular meals.

    iii) Add supplements like protein shakes and desserts like custard to their meals.

    iv) Urge participant to step outside, maybe walk around in the garden or have an afternoon drink to get the right amount of Vitamin D every day.

    v) 25 micrograms or 1000 international units every day is the endorsed amount of Vitamin D needed by older participant.

    vi) In any case, where a participant has a nutrition-related health risk, a qualified nutrition consultant will perform a short form *Mini Nutritional Assessment* (MNA SF) and a *Malnutritional Screening Tool* (MST). The MST and the MNA SF are the best ways to detect malnourishment among older people. The MST is known to give more accurate results.

Preventing Malnutrition

When CARE GARDEN THERAPY PTY LTD first welcomes a participant, CARE GARDEN THERAPY PTY LTD weighs them. CARE GARDEN THERAPY PTY LTD then weigh them once a month thereafter. Should a participant gain or lose 2% of their initial weight, a senior member of staff or registered nurse will take the necessary steps based on the participant's condition and requirements.

Staff apply strategies to prevent malnutrition and dehydration, and participants are continuously tested for these conditions. Staff always endeavour to provide participants with a meal that is as close to their preferences as possible and work alongside participants to find a suitable solution wherever cultural or religious needs cannot be fully satisfied.

As well as involving the individual participant in the development of their care plan, the plan must incorporate all cultural preferences if the participant is from a diverse background and/or has differing requirements/preferences to other participants.

For example, due to a participant's cultural background, they may wish to be given a diet that is not on the standard menu. This should be recorded in the care plan and the staff and workers should be informed. It should then be checked that the participant receives their preferred diet at mealtimes.

Increased Risks to Malnutrition

CARE GARDEN THERAPY PTY LTD works to increase the appetite of the participants by providing food that is attractively presented and smells and tastes great. Older adults with disability are at an increased risk of malnutrition if they live with one of the following:

a) **Inflammation** – associated with disease injury or illness.

b) **Eating dependency** – requiring assistance with eating, such as those with cognitive impairment.

c) **Eating restrictions** – a person is unable to consume sufficient amounts of food.

d) **Food intake** – food intake is limited for various reasons, such as a person has difficulty in obtaining ingredients and preparing meals.

Recommended Treatment for Malnutrition

Dietary Approaches

In mealtime management for people with disability, the main goal is to consistently ensure they get enough energy and nutrients from both planned meals and snacks. This is crucial because many factors can make it hard for them to eat well. People with disability often face challenges like:

a) **Varying energy needs**: Some need more energy, some less, depending on their condition.

b) **Physical eating difficulties**: Chewing, swallowing, or using cutlery can be hard.

c) **Sensory issues**: Strong dislikes for certain food textures or smells.

d) **Medication effects**: Drugs can change appetite or taste.

e) **Cognitive challenges**: Forgetting to eat or not recognising hunger.

Mealtime management helps people with disability get the nutrition they need by using dietary approaches, supporting their physical health and overall quality of life. To meet the participants' needs, dietary approaches focus on:

a) **Individualised Meal Plans**: Tailoring food to their specific disability, needs, preferences, and medical conditions.

b) **Food Fortification**: Adding extra calories, protein, or vitamins (like milk powder to mash) to boost nutrients without increasing meal size.

c) **Nutrient-Dense Foods**: Prioritising foods packed with goodness like lean meats, dairy, and varied fruits/vegetables.

d) **Regular Snacks**: Offering planned food between meals (e.g., mid-morning, afternoon) to provide extra chances for nutrient intake.

e) **Supportive Environment**: Making sure the eating space is calm and providing adaptive equipment.

f) **Monitoring**: Regularly checking weight and intake to adjust plans as needed.

Food Fortification

Food fortification is a key part of mealtime management for people with disability, improving their nutrition without increasing how much they eat. These are how that food fortification helps address malnutrition:

a) **Boosts Nutrient Content**: Fortification adds extra energy, protein, vitamins, and minerals to everyday foods (like adding milk powder to mashed potatoes). This is great for those with small appetites, chewing issues, or those on soft diets, helping them get more nutrients in smaller portions.

b) **Delivers Specific Nutrients**: It can also deliver specific nutrients, like Vitamin D. Many people with disability have low Vitamin D due to limited sun exposure, so fortifying common foods ensures they get this important nutrient for bone and muscle health.

Food fortification is a simple yet powerful way to improve nutrition, prevent deficiencies, and boost the overall health of people with disability by enriching their regular meals. Here are some benefits for people with disability:

a) **Reduces Malnutrition**: Directly fights undernutrition by making each bite more nutrient-rich.

b) **Keeps Meals Enjoyable**: Allows individuals to keep eating familiar foods they like, supporting a person-centred approach.

c) **Supports Special Diets**: Ensures those on texture-modified diets get enough nutrition.

d) **Improves Quality of Life**: Better nutrition means more energy, stronger immunity, and better overall well-being.

Oral Nutritional Supplements (ONS) (Protein Supplements)

Oral Nutritional Supplements (ONS), like protein drinks, are used in mealtime management for people with disability, especially elderly individuals with disability. Their effectiveness depends heavily on the situation.

a) **Effective in Hospitals**: ONS are highly effective in hospital settings to prevent and treat malnutrition. Here, they help quickly bridge nutritional gaps for acutely ill patients with high needs or poor appetites, aiding recovery as a short-term intervention.

b) **Less Effective in Long-Term Care**: In aged care and community disability settings, ONS are potentially less effective long-term if not carefully managed.

   i) They can replace regular meals, reducing intake of other vital nutrients and the enjoyment of food.

   ii) They might suppress appetite for conventional food.

   iii) They don't fix underlying issues like swallowing difficulties, dental problems, or unappealing food.

   iv) For people with disability, mealtime enjoyment and social connection are crucial, which ONS alone can't provide.

Posture and Correct Positioning

Positioning is one of the simplest yet most effective forms of management for people who have swallowing problems. Correct positioning helps to protect the airway from aspiration and helps improve swallowing and breathing efficiency. An Occupational Therapist or Physiotherapist may be involved in helping a person achieve good positioning. Some general principles include:

a) Ensure the person is sitting up as straight as possible with shoulders level.

b) The person should be comfortable with their head tilted slightly forward when eating or drinking

c) If food feels like it is sticking in the food passage/chest area, for even a short time, getting up and stretching may help the food to slip down into the stomach.

d) Other changes to head position may be recommended as part of an individual management plan. For this reason, it is important to follow any professional guidelines provided.

Managing Risks of Choking

Swallowing difficulties are common among participants. If a service doesn't manage swallowing problems, it can lead to death from choking. Normal age-related changes place older people at risk of experiencing swallowing problems.

The risk is increased by pathological changes such as dementia, stroke, functional decline, and the use of medicines. Choking is a medical emergency and can lead to death. Staff initiating appropriate responses to choking can improve outcomes for participants.

Standard Care Process to Manage Choking

Step 1: Recognition

Establish choking risk for participant who has:

a) a swallowing disorder

b) a previous history of choking

c) impulsive behaviours. Identify a participant who presents with acute airway obstruction

Symptoms in conscious participants include:

a) extreme anxiety

b) agitation

c) gasping sounds

d) coughing

e) loss of voice

f) clutching the neck

Step 2: Assessment

Participants identified with a choking risk are referred for specialist assessment using the *Nutrition and Swallowing Risk Checklist* (for example, a speech pathologist, dietician, and dentist). Assessment findings and recommendations are documented, communicated across the care team and implemented.

When a participant presents with acute airway obstruction:

a) Assess the severity of the airway obstruction. The obstruction may be partial or complete, and the participant may be conscious or unconscious.

b) Determine if the participant can cough effectively or if the cough is not effective.

c) Partial obstruction is indicated if:

    i) breathing is laboured

    ii) breathing is noisy (stridor)

    iii) air can be felt from the mouth

The participant should be continually observed because the airway obstruction may progress to complete obstruction within a few seconds. A complete obstruction is indicated if:

a) the participant is attempting to breathe

b) there is no sound of breathing

c) no air can be felt coming from the mouth or nose

d) there is cyanosis due to a lack of oxygen

Step 3: Interventions

Respond immediately to the choking episode as per the flow chart:

a) Immediate response to a choking episode and inform the RN.

b) If the participant is coughing (effective cough):

    i) Encourage the participant to keep coughing to force out the foreign body.

    ii) Provide reassurance.

c) If the obstruction is not relieved, call triple zero (000) and request an emergency ambulance.

d) If the participant is not coughing and is conscious:

    i) Call triple zero (000) and request an emergency ambulance.

    ii) Position the participant in a sitting or standing position.

iii) Give up to five blows in the centre of the back, between the shoulder blades, using the heel of the hand.

iv) After each blow, check whether the obstruction has been relieved.

v) If back blows are not effective, identify the CPR cardiac compression point and give up to five chest thrusts. Chest thrusts are like cardiac compressions but sharper and delivered at a slower rate.

vi) After each chest thrust, check whether the obstruction has been relieved.

vii) If the obstruction is not relieved and the participant remains conscious, continue to alternate back blows and chest thrusts until the ambulance arrives.

viii) If chest thrusts cannot be applied, continue with back blows.

Following a choking incident, the relevant Manager or the associated RN will:

a) Inform the participant's GP.

b) Inform the participant's family.

c) Identify the possible cause and maintain a high awareness of the signs and symptoms of dysphagia.

d) Refer to a speech pathologist, if available, for a swallowing assessment and recommendations.

e) For participants on a modified diet and fluids, monitor food and fluid intake to ascertain whether these are adequate (refer to a dietician if intake is not adequate).

Implement an individualised risk reduction and prevention plan. Risk minimisation strategies for the participants at risk of choking may include:

a) systems to ensure at-risk participants are clearly identified to staff involved in food preparation, serving, feeding or supervision during mealtimes

b) systems to ensure the right food reaches the right participant

i) A modified textured diet includes avoiding mixed-texture foods (for example, solid and liquid foods together such as vegetable soups, food with seeds, sticky foods and dry, crumbly foods).

c) supervision when eating and drinking

i) Modify the way in which assistance with meals is provided (for example, encourage coughing after swallowing, allowing adequate time for chewing and swallowing, ensure

swallowing has occurred before offering more food and drink, alternate mouthfuls of food with fluid, check the mouth for residual food after each meal).

ii) Modify seating to help maintain an upright position.

iii) Adjust posture and position – the participant should be seated upright with their chin tucked or turned to facilitate safe and efficient swallowing.

iv) Swallow manoeuvre (such as supraglottic and super supraglottic swallow, effortful swallow, Mendelsohn manoeuvre).

v) Introduce eating and feeding aids such as adapted cups, shallow spoons, non-slip table mats, angled utensils.

vi) Modify the environment to minimise distractions.

vii) Regularly attend to dental hygiene and provide oral hygiene before and after each meal.

d) medication review to identify

i) drugs that can impair the cough reflex and swallowing

ii) drugs that dry up oral secretions

iii) alternative forms of preparations and routes of administration

Communicate changes related to:

a) choking risk

b) eating plans

c) dietary and fluid requirements

Step 4: Referral

a) **Ambulance services** for emergency assistance

b) **General practitioner** for post-episode assessment and recommendations

c) **Speech pathologist** for post-episode swallowing assessment and recommendations

d) **Physiotherapist** for seating modification

e) **Dietitian**

f) **Residential Medication Management Review** if indicated

g) **Oral hygienist** or **dental review** of professional oral care is indicated

Step 5: Evaluation and Reassessment

Monitor the participants:

a) swallowing status

b) adequacy of food and fluid intake

c) signs of chest infection

Evaluate choking risk every six months.

Step 6: Participant Involvement

a) Education regarding risk factors

b) Discussion regarding modified diets and safe swallowing methods

c) Advance care planning

Step 7: Staff Knowledge and Education

a) Recognition and response to a choking incident

b) Identification of participants at risk of choking

c) Identification and reporting of swallowing difficulties

d) Interventions to reduce the risk of choking once swallowing difficulties have been identified

e) Food and fluid texture modification

f) Supervision, safe feeding assistance and positioning techniques at mealtimes

These are the Dos and Don’ts that help reduce incidences of choking:

Dos	Don’ts
Don’t drink fluids while eating. People tend to do this to make the food go down, and it can lead to choking.	Do learn to eat more slowly.

Don’t talk while eating.	Do put less on the plate so eating will not be too much and too fast. Have a second helping afterwards instead.
Don’t eat lying down.	Do julienne the food. This means to cut it into thin, long strips, like matchsticks.
Don’t drink alcohol while eating.	Do peel apples before serving or, better yet, serve applesauce.

Reducing Risks of Choking

Always make sure the *Mealtime Management Intervention Plan* recommended by a speech pathologist is used to guide participants so they can eat, drink, and take their medicine without any risk.

If you observe any unusual behaviour like coughing, choking, wet throat, or an inability to swallow, that participant must temporarily stop eating and drinking until a speech pathologist is consulted.

Participants, their families, and all staff should be aware of any risks and interventions involved. Let them know about the type of diet prescribed for a participant and the reason behind it.

Unless there is a medical reason not to give participant water with their food, staying hydrated will help their recovery and will make it easier to swallow food.

Urge participants to have their diet recommended by the speech pathologist or dietician.

Make sure that every participant gets the right meal for them.

Help participants to:

- Eat their food when it’s time for them
- Take food in small portions
- Take in little sips of water to help in swallowing.
- Sit up straight while they eat and continue sitting in that posture 30 minutes after meals
- Minimise external distractions

Work with families and carers and teach them how to assist participants during their meals to reduce complications when swallowing food.

Support participant who doesn’t feel like eating to eat frequent small meals and urge them to stay healthy.

Taste is essential to the swallowing reflex. Inquire and find out if the participant is enjoying their food and whether they have lost taste in their mouths. If a participant has lost taste, they should still be encouraged to eat their food.

Food Safety

Food poisoning is frequently caused by bacteria from foods that have been incorrectly stored, prepared, handled, or cooked. Food contaminated with food poisoning bacteria may look, smell and taste normal. If food is not stored properly, the bacteria in it can multiply to dangerous levels.

Food poisoning bacteria grow and multiply fastest in the temperature danger zone between 5 °C and 60 °C. It is important to keep high-risk food out of this temperature zone.

Take Special Care with High-Risk Foods

Food poisoning bacteria can grow and multiply on some types of food more easily than others. High-risk foods include:

- raw and cooked meat - such as chicken and minced meat, and foods containing them, such as casseroles, curries and lasagne
- dairy products - such as custard and dairy-based desserts like custard tarts and cheesecake
- eggs and egg products - such as mousse
- smallgoods - such as ham and salami
- seafood - such as seafood salad, patties, fish balls, stews containing seafood and fish stock
- cooked rice and pasta
- prepared salads - such as coleslaws, pasta salads and rice salads
- prepared fruit salads
- ready-to-eat foods - such as sandwiches, rolls, and pizzas that contain any of the food above.

Food that comes in packages, cans and jars can become high-risk foods once opened and should be handled and stored correctly.

Food Storage

Storing Food in The Fridge

Your fridge temperature should be at 5 °C or below. The freezer temperature should be below -15 °C. Use a thermometer to check the temperature in your fridge.

Freezing Food Safely

When shopping, buy chilled and frozen foods at the end of your trip and take them home to the store as quickly as possible. On hot days or for trips longer than 30 minutes, try to take an insulated cooler bag or ice pack to keep frozen foods cold. Keep hot and cold foods separate while you take them home.

Storing Cooked Food Safely

When you arrive home, put chilled and frozen foods into the fridge or freezer immediately. Make sure foods stored in the freezer are frozen hard. When you have cooked food and want to cool it:

- Put hot food into shallow dishes or separate it into smaller portions to help cool the food as quickly as possible.
- Don't put very hot food into the refrigerator. Wait until steam has stopped rising from the food before putting it in the fridge.

Avoid Refreezing Thawed Food

Food poisoning bacteria can grow in frozen food while it is thawing, so avoid thawing frozen food in the temperature danger zone. Keep defrosted food in the fridge until it is ready to be cooked. If using a microwave oven to defrost food, cook it immediately after defrosting.

As a general rule, avoid refreezing thawed food. Food that is frozen a second time is likely to have higher levels of food poisoning bacteria. The risk depends on the condition of the food when frozen and how the food is handled between thawing and refreezing. Raw food should never be refrozen once thawed.

Store Raw Food Separately from Cooked Food

Raw food and cooked food should be stored separately in the fridge. Bacteria from raw food can contaminate cold-cooked food, and the bacteria can multiply to dangerous levels if the food is not cooked thoroughly again.

Always store raw food in sealed or covered containers at the bottom of the fridge. Keep raw foods below cooked foods to avoid liquid, such as meat juices, dripping down and contaminating the cooked food.

Choose Strong, Non-Toxic Food Storage Containers

Make sure your food storage containers are clean and in good condition, and only use them for storing food. Cover them with tight-fitting lids, foil or plastic film to minimise potential contamination. Transfer the contents of opened cans into suitable containers.

If In Doubt, Throw It Out!

Throw out high-risk food left in the temperature danger zone for more than 4 hours - don't put it in the fridge, and don't keep it for later. Check the use-by dates on food products and discard out-of-date food. If you are uncertain of the use-by date, throw it out.

Food Handling

Safe food handling is very important for some participants:

- Tell your supervisor if you are suffering from diarrhoea, vomiting, fever, sore throat with fever or jaundice and seek medical advice.
- Do not return to work until you are free of symptoms for 48 hours.
- Tell your supervisor if you have any infected skin lesions (e.g., an infected skin sore, boil, acne, cut or abrasion, or any discharges from the ears, nose, or eyes) and seek medical advice.
- Tell your supervisor if you know or think any food is unsafe to eat. Perform hand hygiene before handling food or putting on gloves.
- Perform hand hygiene after using the toilet, smoking, coughing, sneezing, blowing nose, touching face, nose, ears or mouth, handling rubbish or after cleaning.
- Avoid unnecessary contact with Ready to Eat meals.
- Cover hair and tie back long hair.
- Secure hair clips, hair pins, buttons on clothes, jewellery, and bandages.
- Make sure bandages or dressings on any exposed parts of the body are covered with a waterproof covering.
- Do not sneeze, blow, or cough over unprotected food or surfaces likely to come into contact with food.
- Do not eat over unprotected food or surfaces likely to come in contact with food. Do not spit, smoke or use tobacco or similar preparations in areas where food is handled.
- Do not touch food after touching earrings, body parts (hair, nose, ear, eye), skin lesions, saliva, mucus, sweat, blood, or money without first performing hand hygiene.
- Do not wear gel, acrylic or false fingernails or jewellery that will come into contact with food.
- Remember, Lanyards may also transit bacterial.

Monitoring And Review of the Mealtime Management Plan

A health practitioner and workers will monitor, review and update and oversee Mealtime Management Plan regularly. The health professional will decide about the regularity of the Mealtime Management Plan revision, and CARE GARDEN THERAPY PTY LTD will support it.

Also, the Mealtime Management Plan will be reviewed if there is any change in the participants' needs, like any incidents or emergencies.

Reports will be provided about the Mealtime Management Plan based on the regular monitoring by the workers as the following:

- Track any changes in the meal habits of the participants by learning their usual meal habits
- If there are any changes in the participant's habits, the workers will discuss them with the participant to address the variations and reasons for the changes, for example, new medication, different diet, or recent illness.

- Any changes will be reported to the health practitioner, and the action plan will be agreed upon.
- If there are ongoing concerns, workers will report them to the health practitioner for assessment of the changes.

Training of Staff (Health Practitioners and Workers)

For the provision of Mealtime Management Plan services to the participants, CARE GARDEN THERAPY PTY LTD will provide all workers with the specifically required training.

Training plans will be developed and delivered by an appropriately qualified health practitioner or person that meets the high-intensity support skills descriptor for meal management using Training Matrix and through Human Resource Management Policy & Procedure.

A qualified trainer will train the support workers with all participants' specific Mealtime Management Plan training. The service users' needs and expectations, as well as the type of meal management, will be addressed in training to cover any support requirements of the participant.

Training and management support plans will detail how to manage any incidents or emergencies, including the development of an emergency management plan covering emergencies such as constipation, rectal bleeding, perforation, infections or autonomic dysreflexia.

Also, the training plan will include the identification of risks, including actions and escalations such as coughing or choking on food or fluids or chronic health risks (such as swallowing difficulties, diabetes, anaphylaxis, food allergies, obesity or being underweight).

Records of induction, Mandatory Checks, training, and organisational and professional development provided to all workers will be kept on each worker's record and on the Training tracker or the Worker's file.

The workers will be notified by the Management Team to complete their refresher training in these areas regularly and keep track of the workers training currency through the Training tracker form. Meal management training will be provided in accordance with the Annual Training Schedule maintained by the Management Team.

An ongoing opportunity for meal management training and development of workers will be provided by CARE GARDEN THERAPY PTY LTD that enhance and extend their capabilities as well as provide them with the chance of advancement in their organisation.

Every worker and Management Team member would be able to have the opportunity of participating in meal management training and development activities.

On-the-job training, internal or external courses, support for research and fieldwork, conference and seminar attendance, networking and mentoring programmes relevant to meal management are available to workers as a part of training and development methods.

Performance Reviews will motivate workers to play an active role in their ongoing improvement by identifying their training and development needs in consultation with their manager using a Worker Performance Assessment

A health practitioner who has been considered competent will undertake the competency assessment for all workers.

Training will relate specifically to the service users' needs and type of meal management and cover any specific support requirements the service user may require.

All practitioners will have a working knowledge of relevant current legislation, national guidelines, organisational policies and procedures via using the Participant Handbook.

Communication with each participant and the provision of support that is responsive to their needs is provided in the language, mode of communication and terms that the participant is most likely to understand. Where necessary, staff members should provide participants with advocates or interpreters. Interpreters would be available as below:

- The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs. https://www.tisnational.gov.au/

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 6.7 Food Storage and Preparation Policy and Procedure

Purpose and Scope

This policy and procedure will relate to all workers and follows relevant legislation, regulations, and standards. It must be reviewed along with the Work Health and Safety Policy. This policy and procedure intend to guarantee that all foods produced and served at CARE GARDEN THERAPY PTY LTD are prepared and processed safely and hygienically that must comply with a high standard of occupational health and safety as determined by the relevant legislation. Procedures will ensure that all food is prepared in such a way that it will not become hazardous or unsuitable for consumption.

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Contamination	The process of making something dirty or poisonous, or the state of containing unwanted or dangerous substances, regarding food safety contamination often occurs when the food is not stored appropriately or when it is prepared unhygienically.

Policy

It is the responsibility of the CARE GARDEN THERAPY PTY LTD within operational hours to guarantee that all persons possess the necessary expertise regarding food safety. Matters regarding storing, supplying and food processing are mutual obligations of interested parties, workers and participants and must be held with strong expectations.

All matters regarding food management, processing and the appropriate guidelines of safe hygiene standards will be the responsibility of CARE GARDEN THERAPY PTY LTD. Excellent sanitation and quality safety requirements in regard to food safety are enforced throughout CARE GARDEN THERAPY PTY LTD‘s services whilst ensuring compliance with all relevant legislation and guidelines.

Procedures

Workers must be acquainted with the Australia New Zealand Food Standards Code and Safe Food Australia- A Guide to the Food Safety Standards. This policy and procedure will control all aspects of food processing and handling and measures to control food-related sickness/contamination; workers must adhere to all policies and procedures.

Workers witnessed not complying with food processing, and management hygiene requirements are to account for the event to the Owner/CEO/Director at once so the matter can be resolved. The Owner/CEO/Director must ensure that hygiene obligations are enforced; this may include assigning workers to other tasks to uphold food safety requirements.

Prior to commencing work, workers are expected to present themselves in a neat and tidy manner; this includes multiple hygiene actions, such as ensuring long hair (exceeding their shoulders) is tied up. Sections, where food is kept, processed or managed will be the responsibility of the employee to ensure that no drinks, food or smoking is permitted with these items. Workers will guarantee that during food management, gloves will always be worn. Gloves must not be used when managing money. Where gloves are not suitable for the food management process, adequate tools will be used.

Workers are to ensure that their hands are clean and frequently washed with detergent and warm water. Examples of when a worker should clean their hands are prior to any contact with food, before entering new work zones, handling of any infectious materials/areas, commencing work following their break, encountering body parts or exchanges (e.g., sneezing, coughing, using tissue or handkerchiefs, touching of hair, face or any other body parts). Workers displaying symptoms of sickness, skin conditions, poor gut health, abrasions/injuries, or any conditions regarding their capability to operate must inform management. Management may decide that a worker will be assigned different tasks if needed.

Cross Contamination and Gloves

Cross-contamination happens when cooked food contacts raw food. Raw food should always be stored below ready-to-eat or cooked food in refrigerators and display cabinets. This is to prevent juices from raw food from dripping onto cooked food. Raw food must be kept separate from cooked and ready-to-eat food. Raw food may contain bacteria, which causes food poisoning.

Cross-contamination can also happen if you use dirty knives, chopping boards or other equipment. If possible, don’t use the same equipment when preparing raw food and cooked and ready-to-eat food. Thoroughly clean and sanitize equipment after each use.

Bacteria can be transferred to food from your hands. Thoroughly wash and dry your hands before handling food and between handling raw food and cooked or ready-to-eat food. Also, use clean, sanitized utensils (tongs, spoons, spatulas) to handle cooked or ready-to-eat food.

Disposable gloves can aid in preventing cross-contamination; the same precautions should be taken when handling raw or cooked foods. It is extremely important that CARE GARDEN THERAPY PTY LTD‘s workers wash and dry their hands well before proceeding to use fresh gloves.

CARE GARDEN THERAPY PTY LTD‘s workers must change their gloves hourly unless they have become contaminated or damaged. They also must change their gloves if they are switching from raw foods to cooked foods as well as if they have switched tasks, e.g., taking the rubbish out/cleaning the kitchen.

Temperature Regulations

Workers should reduce the planning and handling of possible harmful food to a minimum, preventing the risk of contaminants and bacteria developing. The temperature danger zone is between 5 °C and 60 °C. Bacteria grow quickly in high-risk foods that are kept in this temperature range, which means workers need to make sure that the condition of potentially harmful foods processed, consumed, shipped or deposited will be either 5 ° C or cooler or 60 ° C or higher. Dividing foods into narrow containers and small quantities will ensure foods cool rapidly, reducing the contamination risk. Foods will be chilled from 60 °C to 21°C within a time from two hours, then within a limit of four hours from 21°C to 5°C. To minimise the risk of contamination and toxins being produced, food must be promptly reheated to a temperature of 60°C or greater within a time frame of two hours. Foods that pose a risk of becoming dangerous must be chilled to less than 5°C as efficiently as possible.

The food listed below are instances of possible dangerous foods:

- Protein products such as beans, nuts, eggs, or any foods containing these items.
- Handled vegetables and fruits.
- Any dairy cantered produce.
- All seafood.
- Fresh or cooked foods, including meats.
- Pasta and rice that has been cooked.
- All by-products of foods are included in this list.

Labelling and Serving Food

Store food in clean food-grade storage containers that are strong enough to support the food they contain. If containers are reusable, wash and sanitize them thoroughly before using them. Do not reuse containers that are only meant to be used once.

Food labels or tags can carry bacteria, which means that labels must be used on the containers and not on the food itself. When serving food, make sure that all cutlery and tableware are clean and undamaged.

Supporting Documents

- Incident Management Policy and Procedure
- Work Health and Safety Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 6.8 Hydration and Nutrition Policy and Procedure

Purpose and Scope

The Hydration and Nutrition Policy and Procedure is implemented within CARE GARDEN THERAPY PTY LTD to ensure that all participants receive the right amount of nourishment, which improves future health outcomes.

CARE GARDEN THERAPY PTY LTD utilises modern practices and products to maintain and sustain adequate health and well-being of a participant.

Definitions

Nutrition	The process of providing or obtaining the food necessary for health and growth.
Hydration	The process of causing something to absorb water.
Dysphagia	Difficulty or discomfort in swallowing is a symptom of the disease.

Policy

The Hydration and Nutrition Policy outlines the correct protocols that personnel are required to follow when providing Hydration and Nutrition to participants.

CARE GARDEN THERAPY PTY LTD will educate and train all personnel on the guidelines in relation to hydration and nutrition. The hydration and nutrition levels of a participant will be assessed in order to make future advancements in their health and well-being. CARE GARDEN THERAPY PTY LTD will utilise the appropriate tools and products to support the overall health and welfare of a participant.

Worker Responsibilities

- To ensure participants are receiving the appropriate amount of Hydration and Nutrition in accordance with their assessment.
- To continuously encourage participants to consume the needed Hydration and nutrition.

Management Responsibilities

- To provide the required knowledge and training to personnel, so they are able to apply the skills needed when delivering hydration and nutrition to participants.
- To assess participants for their hydration and nutrition levels.

Procedure

The Hydration and Nutrition Procedure is implemented within CARE GARDEN THERAPY PTY LTD to ensure all participants are receiving the appropriate amount of health to improve their well-being frequently.

CARE GARDEN THERAPY PTY LTD is committed to providing all participants with the essential diets that reflect a healthy lifestyle and well-being. Participants are able to provide meal and food preferences; however, it must be in accordance with CARE GARDEN THERAPY PTY LTD‘s standards and regulations. Participants' cultural and religious beliefs will be considered to ensure that their desires and meal requirements are met. Participants' dietary requirements will be frequently assessed by a health professional, such as a dietician, to ensure it reflects and remains in accordance with the participant's individual needs.

It is the responsibility of the workers to monitor the hydration and nutrition levels of all participants. However, the role can be divided with the support of a contracted and/or CARE GARDEN THERAPY PTY LTD‘s employed professionally qualified personnel.

CARE GARDEN THERAPY PTY LTD will provide adequate training to educate all personnel on the required skills and knowledge to be able to apply it to their participants. CARE GARDEN THERAPY PTY LTD will implement an annual competency assessment for all personnel to ensure their skills are continuously refreshed and in accordance with the Hydration and Nutrition Procedure. If personnel are already delivering dysphagia care and services to a participant, they must be competent to be able to deliver care to that participant.

A participant’s weight must be regularly monitored, and all assessments must be documented and reported to the Short-Term Care Plan.

Workers should continuously encourage participants to consume food and drink themselves where applicable. Independence must be promoted to improve a participant’s confidence levels.

Hydration and Nutrition Assessment

A worker is authorised personnel that will perform all hydration and nutrition assessments of a participant. It is their discretion to establish if a participant is required to participate in an assessment. When a hydration and nutrition assessment is required, it is essential that personnel are utilizing the correct tools and equipment that is in accordance with the standards and regulations of CARE

GARDEN THERAPY PTY LTD. If a nutritional imbalance has been found in the duration of a participant's assessment that was not previously revealed, then the Registered nurse must refer the participant to a General Practitioner (GP). The GP will then make a diagnosis and provide participants and personnel with the next advancements that need to be made in order to follow the advice of the GP.

The professional conducting the assessment must document all notes and information that was revealed. Both an internal and external assessment must occur, and that is also to be documented.

When a participant is involved in a programme that requires nutritional products to be supplied, then it is the responsibility of the worker to organise all necessary equipment.

Hydration and Nutrition Strategies – Management

CARE GARDEN THERAPY PTY LTD will follow all relevant instructions and recommendations by external agencies that are set out within the participant's Care Plan.

CARE GARDEN THERAPY PTY LTD is committed to regularly encouraging all participants to contribute to all programmes and activities offered to them. Meal preparation is a positive programme to involve participants in developing cooking skills further. However, it is essential that they only participate in meal preparation where appropriate and safe.

Prior to every participant's meal, workers must be placed in the correct and appropriate position, allowing comfort while eating and consuming food and drinks. The worker must remain with the participant and assist them where required. The worker is also accountable for ensuring and maintaining a participant's dietary requirements that reflect their religious beliefs and culture.

The worker will ensure that a participant's general health concerning hydration and nutrition is frequently monitored. Below is an outline of the specifications that should be actioned while examining participant hydration and nutrition. However, it is not limited to the following:

- Analyse for any weight changes of a participant. This will indicate if the meals a participant consumes indicate improper and impractical dietary preferences or potential malnutrition.
- All revealed information must be recorded at all assessments.
- Identifying any changes in a participant's sleep patterns or alertness. This could be increased tiredness, extreme fatigue and drowsiness, or a noticeable change in their balance.
- Assessing participants for any loss of appetite or decreased hunger that they may be experiencing.
- Identifying any social and behavioural changes.
- If the participants are having difficulty swallowing or it has affected their ability to swallow.
- Detecting any potential alterations in participants' behaviour.

Once a participant has been assessed for their hydration and nutrition levels, all newfound strategies and amendments to their existing Care Plan must be updated with input from the participant. The individual conducting the assessment process must identify the strategies that will be utilised for future changes to one's meals.

If, for any reason, a participant is unable to seek specialist treatment to improve their current health status, then it is the responsibility of CARE GARDEN THERAPY PTY LTD to organise an external programme where they are able to be attended to and assessed.

Assistance to Participants when Consuming Meals and Drinks

Any comprehension and/or communication impediments a participant may pose must be communicated to the worker. This is to ensure that when explaining the Hydration and Nutrition Procedure, they understand the importance of their intake of hydration and nutrition. Workers should speak clearly, utilise hand gestures and maintain eye contact to assist them when thoroughly explaining this procedure.

All workers must ensure the safety and comfort of a participant prior to consuming any type of food or drink. The following specifies the actions that should be implemented when assisting participants with intaking drinks and meals:

- Place them in a suitable seating position. If their environment is deemed inappropriate, then personnel are encouraged to modify the surroundings.
- Utilise the necessarily authorised restraints.
- Ensure that the participant's mouth is free from any food before intaking any further food.
- If needed, workers may request the participant to display an empty mouth to ensure they are ready to go ahead with the remaining meals and drinks.
- Ensure that workers are seated close to the participant and should remain just below eye level.
- Utilise adaptive cutlery and food tools where required.
- Offer small amounts of drinkable liquids, such as water, before consuming meals. This is because participants' mouths may be dry, which will result in difficulty swallowing and/or may cause choking.

Impaired Swallowing

The medical term for impaired swallowing is Dysphagia; it occurs when a person has trouble when consuming food and liquids. Different methods should be considered to ensure the risk of choking or painful swallowing is eliminated. Below outlines the considerations a worker should take action while observing participants eating; however, it is not limited to:

- The mouth should be frequently examined for any potential un-swallowed food.

- Personnel should pay attention to the vocal expression of a participant. If it is evident that their voice is slightly restricted or hoarse, they must be encouraged to cough to try and clear their throat.
- Participants must remain seated for a 20-minute duration after each meal.
- Aim to provide soft solid t participants as they are the easiest to swallow. Try to avoid very solid and chewy meals.
- If it appears a participant is displaying weakness and fatigue via the face and/or tongue, then it is recommended that food is to be placed on the side of their mouth. Placing it on the side of the mouth will serve an easy function until the mouth and tongue have improved.
- Participants must remain seated for a 20-minute duration after each meal.
- At the conclusion of a meal, oral and hand hygiene should be offered and promoted to participants.

Policy Review

CARE GARDEN THERAPY PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

Version	Endorsed by	Reason/Section Update	Next Review
1.0	Valli Tamilselvan	Initial Release	2027-01-13

CM. 6.9 Waste Management Policy and Procedure

Purpose and Scope

The Waste Management Policy and Procedure are utilised within CARE GARDEN THERAPY PTY LTD to ensure that all accessible waste produced by CARE GARDEN THERAPY PTY LTD does not become a risk of injury for all relevant personnel and participants. CARE GARDEN THERAPY PTY LTD will establish protocols that will be adhered to by all workers and ensure they possess an understanding of how to manage CARE GARDEN THERAPY PTY LTD's waste, hazardous and infectious substances accordingly.

This extends to all employees and meets relevant laws, regulations, and standards.

Definitions

Waste	Garbage, rubbish.
Waste Management	Waste management (or waste disposal) includes the activities and actions required to manage waste from its inception to its final disposal. This includes the collection, transport, treatment, and disposal of waste, together with monitoring and regulation of the waste management process.
Hazardous	Risky; dangerous.
Infectious	(Of disease or disease-causing organism) liable to be transmitted to people, organisms, etc., through the environment.
Personal Protective Equipment and Clothing (PPE)	PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE).
Infectious Disease	Infectious diseases are caused by pathogenic microorganisms, such as bacteria, viruses, parasites or fungi; the diseases can be spread, directly or indirectly, from one person to another.

Chemical Contamination	Chemical contaminants are chemicals toxic to plants and animals in waterways. The phrase 'chemical contamination' is used to indicate situations where chemicals are either present where they shouldn't be or are at higher concentrations than they would naturally have occurred.
Radiation	Radiation is energy given off by matter in the form of rays or high-speed particles. All matter is composed of atoms. Atoms are made up of various parts; the nucleus contains minute particles called protons and neutrons, and the atom's outer shell contains other particles called electrons.
Medical Waste	Definition of Medical Waste Medical waste is any kind of waste that contains infectious material (or material that's potentially infectious). This definition includes waste generated by healthcare facilities like physician's offices, hospitals, dental practices, laboratories, medical research facilities, and veterinary clinics.
Surgical Waste	The biological waste excused from a patient during surgery is disposed of in hazardous waste receptacles at the end of the procedure.
Sharps Waste	Sharps waste means any device having acute rigid corners, edges, or protuberances capable of cutting or piercing, including, but not limited to, all of the following: hypodermic needles, syringes, razor blades and scalpel blades.
Personal Protective Equipment (PPE)	Personal protective equipment (PPE) is clothing or equipment designed to be worn by someone to protect them from the risk of injury or illness. PPE can include respiratory protective equipment and eye and face protection, such as safety glasses and face shields.
Clinical Waste	Clinical or biohazard waste is that which is classified as having the potential to cause injury, infection, and offence to the general population.

Pharmaceutical Waste	Pharmaceutical waste is drugs, remedies or medicine that have expired or are no longer required to treat a patient. Pharmaceutical waste poses a risk to people and the environment; therefore, it cannot be disposed of as general waste. It has special handling, packaging and disposal requirements.

Policy

As CARE GARDEN THERAPY PTY LTD provides various services and support that produce waste. CARE GARDEN THERAPY PTY LTD will ensure that all personnel understand and follow the standards of the Waste Management Policy and Procedure. It is important that all personnel who will be in contact with any type of waste acknowledge and understand the correct storage methods. This is to ensure that any potential risks, such as infections, are eliminated where possible. Established measurements and protocols for disposing of waste will be taught to all CARE GARDEN THERAPY PTY LTD‘s relevant personnel.

It is essential that workers who are managing and handling waste disposals do so wearing the correct Personal Protective Equipment and Clothing (PPE). Utilizing the correct PPE will minimise risks of health and safety complications. These complications may result in effects on one’s health by infectious disease, chemical contamination, and exposure to radiation. When a worker is participating in the handling of hazardous substances of disposal, the worker must be educated to safely and effectively maintain disposal. This will require the worker to follow instructions and training on the disposal of hazardous substances and safety gear (PPE).

CARE GARDEN THERAPY PTY LTD‘s Emergency Plan addresses the management issues and incidents of clinical waste and hazardous substances.

Procedures

The Waste Management Procedure specifies the correct methods by which a person must dispose of different types of waste. As CARE GARDEN THERAPY PTY LTD is constantly providing care and services of NDIS support to participants, a range of waste will be distributed. It is probable that CARE GARDEN THERAPY PTY LTD will invent waste such as medical, surgical and sharps waste.

It is the responsibility of CARE GARDEN THERAPY PTY LTD‘s workers to ensure the disposal of any waste is done in the correct and safe method. CARE GARDEN THERAPY PTY LTD will ensure that workers are trained adequately and possess the knowledge of appropriate and safe waste disposal. Where a worker may be unable to dispose of the required waste, then the CEO/ Director of CARE GARDEN THERAPY PTY LTD must be notified immediately. The CEO/ Director will then ensure that

the waste that a worker was unable to dispose of has been attended to. CARE GARDEN THERAPY PTY LTD will establish and maintain an appropriate waste management structure that all workers need to adhere to.

A waste management plan will be set up and implemented by CARE GARDEN THERAPY PTY LTD. The waste management plan will outline the specific type of waste and the litter that will be produced. CARE GARDEN THERAPY PTY LTD will establish and maintain an appropriate waste management structure that all workers need to adhere to. Additional methods that will be developed in the waste management plan should include the training and support of waste development, information on how to reduce waste, health, and safety obligations of CARE GARDEN THERAPY PTY LTD and auditing. Additional information that should be included in the waste management plan is Waste Management training and support methods for the sorting, processing, distribution, handling, and recycling of waste from various corporate areas. Lastly, information on systems for contract management should also be displayed in the plan. Contract management will consist of details of the relevant contractor, the agreements that were established, the disposal practices, as well as the appropriate insurance.

Medical Waste

Medical Waste is commonly defined as any form of waste that has been utilised for medical purposes and has potential or present infectious material. Medical Waste is classified as an infectious matter for that reason. The classifications of medical waste are determined and established by the amount of infection that has contaminated the waste rather than the actual object itself. When workers are handling medical waste, they must minimise the amount of waste they transport. Workers are expected to utilise disposable gloves, protective eyewear, and any other required Personal Protective Equipment (PPE) when handling the waste. This is to prevent the risk of transferring any infectious matter into various bins. When handling and managing medical waste, the sealed top of the bag must be kept away from the body of the worker. Once the waste has been collected, it must be disposed of immediately. The circumstance in which a worker is expected to wear eye lenses is when a participant is displaying symptoms of transmissible infection.

When handling medical waste, there are important components to comply with. Workers must ensure that the medical waste is immediately placed into the council bin. The bag must not exceed two-thirds of its capacity and ensure that the bag is completely concealed, and the items are secured safely in place. Prior to sealing the bag, excess air must be eliminated, and compression of the waste inside should be avoided.

As stated in Section 2.6.3 of the Australian Dangerous Goods (ADG), all medical waste must be distributed into categories and labelled.

Covid 19 Waste

Medical Waste protocols are extended to all equipment, PPEs, clothing and other articles that can potentially carry Covid 19. The amount of waste transported should be minimised, and as per Medical Waste Management protocols, necessary PPEs must be worn while handling the waste.

Minimisation of Waste

Without reducing working standards, profitable outcomes, or the health of any of CARE GARDEN THERAPY PTY LTD's workers, CARE GARDEN THERAPY PTY LTD must acknowledge how waste can be reduced. Strategies to minimise waste may involve recycling waste where deemed safe and appropriate. Reduction of waste may also be a strategy. Conducting item replacements and modifications of waste will enable the minimisation of waste. Reuse of waste is also an adequate strategy that should be utilised where possible. However, the reuse of waste should be done where it is deemed appropriate, safe, environmentally acceptable, and efficient.

Minimum Fundamentals for Waste Disposal

The disposal of any hazardous or dangerous material generated by the services and facilities of CARE GARDEN THERAPY PTY LTD must be operated and implemented in cooperation with the necessary workers and be focused on a process of hazard management used to plan and enforce hazardous waste disposal. Any contaminated or hazardous products must be disposed of correctly and abide by any set-out Waste Management guidelines, standards, and protocols.

Waste Isolation

There are many different important aspects to maintaining efficient waste management. It is the responsibility of CARE GARDEN THERAPY PTY LTD to ensure that all waste is segregated upon disposal. One method that will assist in maintaining the isolation of waste is to implement training and knowledge for all workers on waste procedures. By maintaining and organising the waste produced by CARE GARDEN THERAPY PTY LTD, utilizing colour codes and labelling of the waste bags will assist with this. This is to ensure that all waste is placed in the correct location and that cross-contamination of infectious or hazardous waste has not occurred.

Where there is detected hazardous waste and substances, the relevant safety data sheet should be reviewed and examined. This is to ensure that all workers are conducting the correct and safe handling of hazardous goods and chemicals.

Disposal of Waste

The Waste Management Policy and Procedure specify the management of surgical, medical, and sharp waste, which is the most probable to be produced while distributing NDIS products by CARE GARDEN THERAPY PTY LTD. If waste is combined or contaminated with any of the landfills mentioned in this segment, it must be treated as infected or hazardous waste.

Where there are hazardous or medical substances and waste, workers of CARE GARDEN THERAPY PTY LTD must ensure that they are safely stored in the appropriate bag. When it is placed and secured in the bag, then it must be labelled to reflect what type of hazardous or medical goods are contained inside the bag. In the event waste needs to be free from deterioration, then it is important that this waste is frozen and preserved.

All waste and bins that are produced by CARE GARDEN THERAPY PTY LTD must be maintained and kept at a safe distance. A safe zone should be established for the storage of waste and bins. CARE GARDEN THERAPY PTY LTD should ensure that the safe waste zone has limited access.

Labelling Waste

It is essential that when distributing waste into the correct categories, labels are placed on the waste bags. Where there is medical and clinical waste present, it should be placed in a compact and disposable container. The label of clinical waste is known as UN3291.

When organizing and disposing of UN3291 clinical waste into disposable bags and containers, there are considerations that should be followed. It is important to ensure that the container is able to obtain all liquids and ensure there is no spillage or leakage throughout the duration of transportation. Another consideration that should be taken into account is ensuring that all containers and bags are organised by colour codes and can be easily identified.

CARE GARDEN THERAPY PTY LTD will ensure that all portable and compact bins that have clinical waste present will be labelled, organised, and placed in the correct category. CARE GARDEN THERAPY PTY LTD will adhere to the requirements of the Codes of the Australian Dangerous Goods, which are stated in sections 5.2 and 5.3.

Where CARE GARDEN THERAPY PTY LTD possesses a bin that exceeds the amount of 500L, then Emergency Information Panels (EIPs) must be placed and remain clearly visible.

It is significantly important that all bins utilised and placed in CARE GARDEN THERAPY PTY LTD‘s facilities are labelled and marked and state the contact information of CARE GARDEN THERAPY PTY LTD‘s waste manufacturer. Information that must be displayed is the name of the organisation or the manufacturer, as well as the address, including the information of manufacturer's name and address, each bin should be displayed with the Division 6.2 label. It should also be marked with ‘UN3291’ and with the correct shipping titles. The shipping titles should be chosen in accordance with waste, which

is REGULATED MEDICAL WASTE, N.O.S., CLINICAL WASTE, UNSPECIFIED, N.O.S. and (BIO) MEDICAL WASTE, N.O.S.

Where there is clinical or medical waste produced by CARE GARDEN THERAPY PTY LTD that has been produced as a result of medical treatment to participants, the appropriate shipping name for waste of UN3291 is as listed below:

“CLINICAL WASTE, UNSPECIFIED, N.O.S.” or "(BIO) MEDICAL WASTE, N.O.S." or "REGULATED MEDICAL WASTE, N.O.S.".

Sharps Waste

As sharp waste can be extremely dangerous to all individuals who are handling the waste, the appropriate PPE must be utilised. Not only is it dangerous as there are sharps objects, but blood-borne virus infections may also affect anyone who does not adhere to the safety precautions of disposing of sharps waste.

Various requirements should be considered and implemented in the event sharps are found or utilised. The first requirement that should be adhered to is to ensure that all sharps are disposable and are out of reach of children, and only authorised and competent individuals can manage sharps. If, for any reason, there is suspicion of present sharps in general waste, then it is significantly important that hands or fingers are not used to retrieve the item. Instead, long-handled tongs or brushes are recommended to be utilised when salvaging the sharps.

Another requirement is to ensure that the individual who initially took the sharps must dispose of them. It is not acceptable for more than one person to dispose of sharps. A person should never remove the needle for a syringe that has been either used or not utilised. As well as ensuring the needle is not removed, it is also essential that all sharps are not broken, manipulated, or burnt. This will cause additional risk to an individual who is managing the waste. It is highly encouraged that all personnel adhere to the safety precautions when utilising all sharps and that additional caution is present, as sharps are highly dangerous. CARE GARDEN THERAPY PTY LTD is committed to ensuring that all workers are competent and possess the knowledge and understanding of how to dispose of and handle sharp waste accordingly.

Chemical Waste

Labelling

It is incredibly important that chemical waste containers are labelled and reflect the correct contents in the containers. All containers that are utilised for chemical waste should display the contact details and name of the Australian manufacturer.

All chemical waste will be categorized into the types of hazard classification they obtain. A clearly visible product description must also be shown, along with the appropriate and relevant hazard symbols and pictograms. If for any reason, any of the labels or markings for the chemical waste have disappeared or are difficult to read, then a replacement must be made immediately.

There are three components of hazard classifications that can be utilised for categorizing chemical waste. They are Corrosive, Flammable and Toxic. Corrosive substances are commonly known as substances such as hydraulic acid, nitric acid and sulfuric acid. It is commonly known as anything liquid, obtaining a pH of less than or equal to 2 or greater than or equal to 12.5. Flammable hazard classifications are any chemical waste that will burn. The last component is a toxic hazard classification. Waste containing dangerous microorganisms, such as used syringes, is sometimes considered to be toxic waste. Poisoning occurs when toxic waste is ingested, inhaled, or absorbed by the skin.

Disposing of Chemical Waste

Chemical waste is commonly known as any solid, gaseous, or liquid waste material that, if incorrectly disposed of, can potentially pose substantial hazards to human health and the environment. As chemical waste can be highly dangerous to any individual who is managing it, all personnel must be competent and trained. When it is required to dispose of chemical waste, then it is significant that personnel reviews and checks the tag as a guide on the utilisation of the chemicals involved. Any personnel who are in contact with chemical waste must ensure that they are utilising the correct and appropriate PPE. The recommended PPE for disposal of chemical waste is safety glasses and gloves, and they should be worn before and after encountering and handling waste. If the disposal is not conducted correctly, then a high risk of injury is present.

Pharmaceutical Waste

Labelling Pharmaceutical Waste

Like all waste, pharmaceutical waste must be labelled and ensure that the label is visibly seen by all. Where containers, packages or bags contain products and substances of pharmaceutical waste, then a label of ‘PHARMACEUTICAL WASTE’ must be placed and visible.

In the circumstance in which a container is utilised for sharps waste, then it must be labelled as so and must include the Division 6.2 label, as shown to the left. A marking of ‘CLINICAL SHARPS’ must also be clearly displayed on the sharps container.

Disposing of Pharmaceutical Waste

When disposing of all pharmaceutical waste, it should be done so in a safe, appropriate and ecologically responsible manner. All personnel must ensure that any medication and/or remedies are labelled correctly and reflect the correct information and contents. Once they have been placed in the appropriate location and have been done so safely and correctly, then the pharmaceutical waste will

be transported to a local pharmacist. The pharmacist will then ensure that the waste is obliterated and done so by utilizing the correct protocols and guidelines set by the Return Unwanted Medicine service.

Many reasons contribute to the destruction of medicine and remedies of CARE GARDEN THERAPY PTY LTD. One of the principal components of that is due to the medication becoming expired and having exceeded its date of use. Another factor to consider is if the medication is unable to be utilised and there are no further requirements to distribute that specific medication to a participant. The last thing to take into account when determining if the medicine needs to be destroyed is if it has been incorrectly dispensed and has potential risks.

CARE GARDEN THERAPY PTY LTD will provide details and information on various organisations that can be utilised to assist in eliminating unwanted medicines. These organisations will be local pharmacies that are registered to accept unsolicited pharmaceutical products.

The waste container that is utilised for sharp waste is developed to be resilient from any potential spillage, breakage, or leakage and ensure that no items penetrate the container. The sharps container includes a handle, which assists with durability and stability when transporting. Like all containers and bins, a capacity indicator will be displayed on the exterior walls of the container and must be visible to all. All sharps that are being disposed of must be done so in an appropriate and approved sharps disposal container. All individuals who are handling sharp waste must be wearing the appropriate PPE. Protective eyewear and gloves should be worn when conducting tasks involving sharps.

Where a participant of CARE GARDEN THERAPY PTY LTD utilises any items that are considered sharp waste, then it is highly encouraged that they possess and maintain a sharps container. This is to ensure that all harmful items can be removed and that there is no potential risk of injury to both CARE GARDEN THERAPY PTY LTD‘s workers and participants. If for any reason, a participant is unable to organise sharps containers, then the workers of CARE GARDEN THERAPY PTY LTD will be supplied with a sharps container for the correct disposal of sharps where relevant, and full sharps containers will be relocated to a local pharmacy, where correct and adequate disposal will be conducted.

Only a sharps container must be utilised when disposing of all sharps waste. It is not acceptable or recommended that a worker use items such as cardboard boxes, plastic bags, bottles, or any other item that sharps waste may be placed. Not only is it a risk to the individual managing and handling the sharps waste, but it is also a risk that sharps potentially be placed into general household waste. This will then become harmful for community and council workers who will manage this waste in the future if not placed in the correct location.

If it appears that the sharp waste is at fulfilling capacity, then it is significantly important that workers remove it immediately. They must not try to remove or push down the sharp waste as an objective to create newfound space. As mentioned, all sharps containers require and must display visible labelling, and it is important that it is frequently washed.

Storage of Waste

All waste that is produced by CARE GARDEN THERAPY PTY LTD as a result of distributing NDIS support and services will be required to be stored in a waste area. The waste area will be established by CARE GARDEN THERAPY PTY LTD, and all personnel will possess an understanding of the location of each type of waste area. It is important that all waste areas established by CARE GARDEN THERAPY PTY LTD are regularly cleaned and sanitised and are free from any aromas and pests.

CARE GARDEN THERAPY PTY LTD shall provide an additional structure, such as a shed garage, barrier, fenced area, or separate storage compartments for disposal of the waste produced by CARE GARDEN THERAPY PTY LTD is sufficient. This holding area will be isolated and away from the day-to-day operations. The structural and clinical recycle holding area may require refrigeration to prevent the decomposition of the product if the material is not regularly taken.

Personal Protective Equipment and Clothing (PPE)

It is the responsibility and requirement of CARE GARDEN THERAPY PTY LTD to provide the appropriate and correct Personal Protective Equipment for all workers. Workers must utilise PPE when managing and handling waste. CARE GARDEN THERAPY PTY LTD will ensure that all personnel are trained and understand the principles of PPE.

As well as ensuring that workers are utilising adequate PPE, the relevant waste contractors of CARE GARDEN THERAPY PTY LTD must also do so. They must also act following all Work Health and Safety standards.

Transportation of Waste Inside CARE GARDEN THERAPY PTY LTD's Premises

CARE GARDEN THERAPY PTY LTD adopts and implements safety precautions and procedures regarding the process of waste collection and transportation. Procedures must also be put in place when transferring the waste from the internal of CARE GARDEN THERAPY PTY LTD to the external environment. When transporting any waste from inside of CARE GARDEN THERAPY PTY LTD's facilities, all personnel must understand the requirements of doing so. When a worker must dispose of waste from inside of CARE GARDEN THERAPY PTY LTD, then they must avoid all kitchen and food preparation facilities. Workers should only utilise clear pathways that extend to the doors of CARE GARDEN THERAPY PTY LTD for safe disposal of waste. It is important that all workers utilise a clear path away from all food areas, as there may be a potential risk of contamination if an incident were to occur. Waste collection will be conducted regularly.

Disposal and Transportation of Waste

As CARE GARDEN THERAPY PTY LTD produces various aspects of waste, hazardous and infectious waste is also produced. For waste that is contaminated or hazardous, then CARE GARDEN THERAPY PTY LTD will establish arrangements with a licensed contractor. The licensed contractor will then be authorised to dispose of the waste that contains hazardous, contaminated, and infectious waste.

In some circumstances, contracted transporters will be required to ship any waste that contains Division 6.2 infectious substances. If this occurs, then it is the responsibility of CARE GARDEN THERAPY PTY LTD to ensure that the hazardous materials that are being transported are identified and made aware. CARE GARDEN THERAPY PTY LTD may be required to provide transportation documents for the Division 6.2 substances. This requirement is generally relevant to clinical waste. The identification code is UN 2814 and UN 3291 numbers.

Managing Spills and Leakage

To ensure that there is no risk of spills or leakage of any waste, then a disposal management process will be established and implemented by CARE GARDEN THERAPY PTY LTD. When a disposal management process has been created and agreed upon, it will need to be implemented onto the disposal management plan.

It is important that spill pads are easily accessible for all personnel who are managing waste and ensure that they are labelled accordingly. In the event a spillage or leak has occurred, then workers of CARE GARDEN THERAPY PTY LTD must immediately attend and resolve the situation. Workers must also have an adequate understanding of the disposal management process that is established of CARE GARDEN THERAPY PTY LTD. Workers must follow the plan to ensure that all risks are eliminated.

CARE GARDEN THERAPY PTY LTD will provide and store emergency spill kits around CARE GARDEN THERAPY PTY LTD‘s premises, along with the appropriate PPE. If a spill kit has been utilised, then it must be disposed of with the associated waste. This must be done immediately after the spillage occurred. If a kit has been used, it is the responsibility of the worker to notify CARE GARDEN THERAPY PTY LTD, to ensure a replacement is made.

Documentation

If an incident has occurred when managing any forms of CARE GARDEN THERAPY PTY LTD‘s waste, then it must be immediately made aware and notified. The incident is to be reported in compliance with CARE GARDEN THERAPY PTY LTD‘s Incident and Abuse Management Policy and Procedure.

If there has been a worker who has suffered injuries from needles or has become exposed to any type of bodily fluids or blood, then it is to be immediately reported. If further reference is required, CARE GARDEN THERAPY PTY LTD may utilise the Workplace Health and Safety Policy and Procedure.

Supporting Documents

Documents relevant to this policy and procedure include:

- Work Health and Safety Policy and Procedure
- Waste Management Plan
- Chemical Use Storage Policy and Procedure
- Incident Management Policy and Procedure
- Medication Management Policy and Procedure
- Infection Prevention and Control Policy and Procedure
- Participant Incident Management Policy and Procedure

Policy Review

CARE GARDEN THERAPY PTY LTD may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgement

By signing this document, I acknowledge that I have read and understood the Policy and Procedure. I agree to comply with its terms, and I understand that CARE GARDEN THERAPY PTY LTD reserves the right to amend or update the Policy at any time.

Signed: _____

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1.0	Valli Tamilselvan	Initial Release	2027-01-13