Quality & Compliance

Quality demonstrated. Standards maintained. Confidence earned.

At Safe & Smart Care, quality is more than a commitment. It is reflected in the standards we uphold, the systems we maintain and the way we deliver disability support services.

As a registered NDIS provider, we recognise our responsibility to demonstrate professional accountability, meet applicable regulatory requirements and continually strengthen the quality of our services.

Our approach is built on clear communication, thoughtful support arrangements, reliable service delivery and consistent follow-through.

We believe participants, families and referral partners should have confidence not only in what we promise, but also in the processes and professional standards that support our work.

A Significant Achievement: Successful NDIS Mid-Term Audit

Full conformity achieved. No non-conformities identified.

Safe & Smart Care is proud to announce the successful completion of its NDIS Mid-Term Audit, achieving full conformity with the applicable NDIS Practice Standards assessed, with no non-conformities identified.

This is a significant milestone for our organisation and reflects the commitment of our leadership and team to maintaining effective systems, responsible governance and quality service delivery.

The audit provides independent assessment of our conformity with the relevant requirements within its scope.

For participants, families, support coordinators and referral partners, this outcome provides meaningful evidence of the standards and processes underpinning our services.

We recognise that an audit is a point-in-time assessment. Our responsibility is to maintain and strengthen these standards through everyday practice, ongoing oversight and continuous improvement.

Our Commitment to Quality

We are committed to delivering disability supports that are professional, responsive and aligned with each participant's individual needs, preferences and agreed arrangements.

Our quality approach focuses on:

- **Clear communication:** Providing accurate information, setting expectations and keeping relevant people appropriately informed.
- **Thoughtful matching:** Considering participant needs, preferences and support requirements when arranging support workers.
- **Reliable service delivery:** Maintaining appropriate systems for planning, coordinating and monitoring agreed supports.
- **Professional accountability:** Establishing clear responsibilities, expectations and standards of conduct.
- **Participant feedback:** Listening to experiences, responding to concerns and identifying opportunities for improvement.
- **Continuous improvement:** Reviewing our practices and strengthening organisational capability over time.

Quality is not defined by one successful outcome. It is demonstrated through consistency, responsiveness and accountability across the participant experience.

Regulatory Standards and Professional Accountability

Safe & Smart Care operates within the regulatory framework applicable to registered NDIS providers.

Our responsibilities include meeting relevant requirements under the NDIS Act, the NDIS Code of Conduct, applicable NDIS Practice Standards and other relevant Australian laws.

These requirements inform how we manage our services, workforce, governance, participant information, complaints, incidents and risks.

We recognise that compliance is an ongoing responsibility requiring clear processes, effective oversight and appropriate action when improvements are identified.

Our commitment is to integrate these responsibilities into our everyday operations, rather than treat compliance as a standalone administrative activity.

Governance and Organisational Oversight

Effective quality management requires clear responsibilities and appropriate organisational oversight.

We recognise the importance of leadership accountability, documented procedures, risk awareness and sound decision-making.

Our approach includes maintaining systems and processes that support:

- Clear operational responsibilities and reporting arrangements.
- Appropriate oversight of service delivery and organisational risks.
- Workforce management, supervision and professional development.
- Incident management and complaints handling.
- Confidentiality, privacy and information management.
- Monitoring of service quality and operational performance.
- Identification and implementation of corrective and improvement actions.

These arrangements support our ability to deliver services consistently and respond appropriately as participant needs and organisational requirements evolve.

Workforce Capability and Service Standards

Our workforce plays an essential role in delivering quality disability supports.

We recognise the importance of recruiting suitable workers, maintaining appropriate screening and qualification requirements, providing relevant training and setting clear expectations for professional conduct.

We are committed to supporting workers to understand their responsibilities, respect participant rights and deliver services in accordance with agreed arrangements and applicable standards.

Our approach to participant and support worker matching is informed by individual needs, preferences, relevant skills and service requirements.

We believe strong workforce practices contribute directly to reliability, participant confidence and overall service quality.

Participant Rights, Feedback and Accountability

Participants have the right to receive services that respect their dignity, choices, privacy and individual circumstances.

We are committed to supporting participants to understand their options, participate in decisions about their supports and raise concerns without fear of disadvantage.

Feedback and complaints are important sources of information about service quality.

We aim to respond to concerns appropriately, review issues fairly and use relevant findings to inform improvements.

Where matters involve participant safety, reportable incidents or other regulatory obligations, they must be addressed in accordance with applicable requirements.

Our separate **Safety & Safeguarding Statement** explains our commitment to participant protection, risk management and responding to safety concerns.

Continuous Improvement

Our successful NDIS Mid-Term Audit is an important achievement, but it is not the endpoint of our quality journey.

We recognise that maintaining high standards requires ongoing evaluation, responsiveness and a willingness to improve.

Our approach to continuous improvement includes reviewing operational processes, considering participant and stakeholder feedback, identifying areas for development and taking appropriate action when changes are needed.

We are committed to strengthening the systems, capability and practices that support consistent and reliable service delivery.

Building Confidence Through Demonstrated Standards

We understand that choosing or referring to a disability support provider requires confidence in its capability, reliability and accountability.

Our successful audit outcome provides an important independent assessment of conformity with applicable NDIS requirements within the scope of the audit.

Alongside our commitment to professional conduct, clear communication and continuous improvement, it contributes to the evidence participants, families and referral partners can consider when making informed decisions.

We remain accountable for maintaining appropriate standards and delivering quality services beyond the audit process.

Our Ongoing Commitment

Quality demonstrated. Standards maintained. Confidence earned.

At Safe & Smart Care, we are committed to building confidence through professional capability, responsible governance, reliable service delivery and a consistent focus on improvement.

Our successful NDIS Mid-Term Audit represents an important milestone and reinforces the responsibility we carry as a registered provider.

We remain focused on delivering quality disability supports through clear expectations, professional accountability and follow-through participants and referral partners can trust.

Safe & Smart Care — A quality registered NDIS provider.

Contact Safe & Smart Care

For information about our services, quality commitments or referral arrangements, please contact our team.

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Last reviewed: [Insert approved date]