Safety & Safeguarding

Safe support. Professional standards. Clear accountability.

At Safe & Smart Care, safety is a fundamental responsibility that guides how we plan, manage and deliver disability support services.

As a quality registered NDIS provider, we recognise the importance of maintaining safe practices, respecting participant rights and ensuring that concerns are taken seriously.

We believe quality disability support requires capable people, clear processes, professional accountability and consistent follow-through.

Our commitment to safety and safeguarding is reflected in the standards we maintain, the responsibilities we uphold and our approach to continuous improvement.

Our Commitment to Safe and Quality Supports

Safe & Smart Care is committed to providing services that respect the dignity, rights, choices and individual circumstances of every participant.

Our approach is guided by the NDIS Code of Conduct, applicable NDIS Practice Standards and relevant legislation.

We recognise that effective safeguarding requires a balance between supporting individual choice, managing foreseeable risks and maintaining professional accountability.

Independently Audited. Committed to Quality.

Successful NDIS Mid-Term Audit — Full Conformity Achieved

Safe & Smart Care is proud to have successfully completed its NDIS Mid-Term Audit, achieving **full conformity with all applicable NDIS Practice Standards assessed, with no non-conformities identified.**

This significant achievement reflects our commitment to maintaining effective operational systems, professional standards, participant safeguarding and accountable service delivery.

Independent auditing provides an important assessment of our compliance with relevant NDIS requirements and reinforces our commitment to quality assurance and continuous improvement.

For participants, families, support coordinators and referral partners, this achievement provides additional confidence in the systems, practices and standards underpinning our services.

While the audit represents an important milestone, our responsibility does not end there. We remain committed to reviewing our performance, strengthening our processes and maintaining the standards expected of a registered NDIS provider.

Participant Rights, Choice and Control

We respect every participant's right to make decisions about their life, preferences and supports.

This includes the right to:

- Be treated with dignity and respect.
- Express personal preferences and make informed choices.
- Have privacy and personal information respected.
- Receive supports delivered safely and competently.
- Participate in decisions affecting their services.
- Access information they can understand.
- Raise concerns or complaints without fear of retaliation.
- Seek assistance from independent advocates or representatives.

We recognise that participants are individuals with their own priorities, goals and circumstances.

Our responsibility is to uphold their rights while maintaining appropriate professional and safeguarding standards.

Professional and Accountable Support Workers

Safe service delivery depends on the capability, conduct and accountability of the people providing supports.

We are committed to maintaining appropriate workforce practices that support professional service delivery.

These include:

- Recruitment and worker screening in accordance with applicable requirements.
- Verification of relevant qualifications and credentials.
- Induction and ongoing training.
- Clear professional expectations and boundaries.
- Appropriate supervision and performance management.
- Consideration of participant needs and preferences when arranging support workers.
- Clear responsibilities for identifying and reporting concerns.

Workers are expected to act in accordance with the NDIS Code of Conduct and the policies and procedures relevant to their responsibilities.

Preventing Abuse, Neglect and Exploitation

Safe & Smart Care has zero tolerance for abuse, violence, neglect, exploitation, discrimination and sexual misconduct.

We are committed to taking reasonable steps to prevent harm, identify concerns and respond appropriately when issues arise.

Any allegation or concern about participant safety must be treated seriously and managed in accordance with our legal and regulatory responsibilities.

We recognise that safeguarding is everyone's responsibility.

Individualised Risk Management

We understand that participants have different needs, circumstances and support environments.

Our approach to risk management considers individual requirements, foreseeable hazards and the safeguards appropriate to the services being delivered.

This may include assessing risks associated with:

- Individual support activities.
- Health and wellbeing considerations.
- Environmental and workplace safety.
- Communication and behavioural support requirements.
- Infection prevention and control.
- Emergency preparedness and response.
- Changes to participant needs or circumstances.
- Service continuity and staffing arrangements.

Risk management should support informed decision-making and individual choice rather than unnecessarily restricting independence.

Incident Management and Reporting

We are committed to responding promptly and appropriately to incidents and safety concerns.

Our approach includes:

- Taking immediate action where required to protect health and safety.
- Providing appropriate assistance to affected participants.
- Recording and assessing incidents.
- Communicating with relevant individuals and authorities as appropriate.
- Meeting mandatory incident reporting requirements.
- Reviewing contributing factors and identifying corrective actions.
- Using lessons learned to strengthen service delivery.

We recognise the importance of timely communication, transparency and accountability throughout the incident management process.

Complaints and Speaking Up

Participants, families, carers, workers and other stakeholders are encouraged to raise concerns about quality, safety or service delivery.

We aim to ensure that complaints are heard, assessed and addressed respectfully and fairly.

You have the right to raise a complaint without fear of retaliation or disadvantage.

You may also contact the NDIS Quality and Safeguards Commission directly or seek assistance from an independent advocate.

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website: www.ndiscommission.gov.au

Continuous Improvement

We recognise that maintaining quality and safety requires ongoing attention.

We are committed to reviewing feedback, monitoring service performance, learning from incidents and identifying opportunities to strengthen our operations.

Our approach to improvement informs workforce development, communication, service planning, risk management and participant experience.

Our successful NDIS Mid-Term Audit is an important achievement within this ongoing commitment, but it is not the endpoint. Continuous improvement remains central to how we operate.

Reporting a Safety Concern

If you have concerns about the safety, quality or conduct of services delivered by Safe & Smart Care, we encourage you to contact us.

Safe & Smart Care

Phone: (08) 7200 0112

Email: info@safeandsmartcare.com.au

You can also use the Contact page on our website.

If someone is in immediate danger or requires emergency assistance, call **000**.

Our Ongoing Responsibility

Safety is not simply a policy. It is a responsibility demonstrated through professional conduct, appropriate safeguards, clear communication and consistent accountability.

At Safe & Smart Care, we are committed to maintaining the standards and practices that support safe, respectful and reliable disability services.

Safe & Smart Care — A quality registered NDIS provider.

Last reviewed: [Insert approved date]