



Client Handbook

Easy to Read Guide

Thank you for choosing CRAMLI Psychological and Behavioural Services. We are excited to work alongside you and support you in achieving your goals. Your assigned clinician or practitioner will be in contact shortly to discuss next steps.

This handbook has been created to help you and your support network understand our services, how we operate, and what to expect in terms of communication, reporting, and billing.

Please keep it for your records and refer back to it as needed.

What you will find in the handbook are the following:

1. About CRAMLI
 - a. Services we offer
2. Our Process – Getting Started with CRAMLI
3. What Are Client Engagement Hours (CEH) and Billable Activities
 - a. What is billable vs non-billable work
 - b. Duration of reports
 - c. Compliance
4. Terms of Agreement (Simple Version)
5. PACE Instructions
6. Complaints, Compliments and Feedback Form
7. Social Story

CRAMLI Psychological and Behavioural Services

"Here with you every step of the way"



About CRAMLI

CRAMLI offers a wide range of psychological and behavioural services tailored to suit each individual's needs. We provide a multidisciplinary, trauma-informed, and person-centred approach that values each participant's journey, goals, and preferences.

Behaviour Support	Therapeutic Supports
<p>Behaviour Support is a specialised service funded by the NDIS for individuals who display behaviours of concern that may place themselves or others at risk. These behaviours may include aggression, self-injury, property damage, refusal to follow instructions, or other actions that make daily life difficult.</p> <p>At CRAMLI, Behaviour Support is:</p> <ul style="list-style-type: none">• Person-centred and evidence-based, focusing on understanding the <i>why</i> behind a behaviour.• Delivered through Functional Behaviour Assessments (FBA), data analysis, and tailored Behaviour Support Plans (BSPs).• Designed to reduce or eliminate restrictive practices (e.g. physical restraint, chemical restraint, seclusion).• Focused on teaching new, safer behaviours that improve quality of life.• Delivered by trained Behaviour Support Practitioners who work closely with families, carers, schools, and support staff.• Legally required to be reported to and monitored by the NDIS Quality and Safeguards Commission. <p>Our work complies with the NDIS (Restrictive Practices and Behaviour Support) Rules 2018 and any relevant State or Territory authorisation processes.</p>	<p>Therapeutic Supports help participants develop functional skills, improve emotional wellbeing, and cope with mental health challenges. These supports may be offered under your NDIS plan or accessed privately.</p> <p>CRAMLI's Therapeutic Services include:</p> <ul style="list-style-type: none">• Counselling and Psychological Support• Trauma-informed therapy• Emotional regulation and resilience-building• Support with anxiety, depression, PTSD, BPD, and other conditions• Social skills training and support for relationship-building• Family and group therapy <p>Therapy is tailored to each individual and may include evidence-based approaches such as Cognitive Behavioural Therapy (CBT), Dialectical Behaviour Therapy (DBT), and Positive Behaviour Support (PBS).</p> <p>All services are delivered in a safe, supportive, and confidential environment — either face-to-face, via Telehealth, or in community settings.</p>

Our team works within the **NDIS (Restrictive Practices and Behaviour Support) Rules 2018** and all relevant State or Territory laws. This includes reporting, authorisation, and compliance procedures for any restrictive practices (e.g. physical or chemical restraint).

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Our Process – Getting Started with CRAMLI

Step 1: Initial Contact and Eligibility

We begin by asking a few questions to understand your needs and goals. This helps us determine if our services are the right fit for you.

To proceed, you'll need to:

- Have current funding (NDIS, DFFH, DET or be able to self-fund)
- Complete our Intake Form
- Sign a Service Agreement
- Complete a Work, Health and Safety Checklist (for home-based services)

Step 2: Support and Safety Planning and RP Assessment

We'll organise a time to meet with you and complete:

- A Support and Safety Plan (includes emergency and disaster planning)
- A Restrictive Practice (RP) Assessment and Consultation (if needed)

This session ensures we understand your current needs, triggers, and supports, and that we are meeting our legal and compliance requirements from the start.

Step 3: Data Review and New Data Tools

We will:

- Review any documents or reports you provide
- Set up new ABC data collection tools to help track behaviour patterns
 - This may be a paper-based form or a QR-code-linked digital system, depending on your preference

These tools are essential to understanding behaviour trends and supporting evidence-based practice.

Step 4: Team Collaboration and Stakeholder Contact

We will make contact with any relevant supports, including:

- Allied Health professionals (e.g., OT, Speech, Psychologist)
- Disability Support Workers (DSWs)
- Support Coordinators or family members

This helps us gather information, build a strong team approach, and ensure consistency in the support you receive.

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Step 5: Observations and Care Team Meetings

We'll aim to conduct:

- Behaviour observations (in home, community, or school settings)
- Care team meetings or check-ins with the people involved in your support

This helps us get a complete picture of what's happening and how we can help.

Step 6: Development of Your Behaviour Support Plan

Once we've gathered enough data and insight, we begin working on your:

- Interim Behaviour Support Plan (IBSP) if restrictive practices are in use
- Or, a Comprehensive Behaviour Support Plan (CBSP) with long-term strategies

This plan will be developed in line with NDIS (Restrictive Practices and Behaviour Support) Rules 2018 and other state/territory laws. It will include proactive strategies, crisis responses, and team responsibilities.

You'll be kept informed and involved every step of the way.

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What Are Client Engagement Hours (CEH) and Billable Activities

At CRAMLI, we believe in transparency. **Client Engagement Hours (CEH)** refers to **any time we spend or actually work on your case** — not just during appointments. This includes both **direct and indirect supports** that are essential for meeting your goals and our obligations under the NDIS framework.

We charge for any activity related to your support, including:

- Face-to-face and Telehealth sessions
- Behaviour support planning and observations
- Functional Behaviour Assessments (FBA) and Behaviour Support Plans (IBSP/CBSP)
- Phone calls, text messages, and emails
- Attending care team meetings or consultations
- Report writing, documentation, and data analysis
- Staff coaching, training, and support planning
- Risk assessments and restrictive practice consultation
- Quality evaluation, case formulation, and supervision
- Uploading reports to PRODA and communicating with NDIA
- Travel time, preparation, and administrative tasks
- Research and development linked to your needs

Around 80% of our work is conducted in the background, including writing reports, analysing data, preparing plans, and meeting compliance requirements under the NDIS Quality and Safeguards Commission.

These reports are **mandatory**, and your NDIS Behaviour Support funding is expected to cover them. If no funding is available, you may have to pay for these reports privately.

Specifically, we follow:

- The **NDIS Act 2013**
- The **NDIS (Restrictive Practices and Behaviour Support) Rules 2018**
- All **NDIS Commission Practice Alerts and Guidelines**

These laws and alerts require us to collect data, develop plans, assess risks, report restrictive practices, and ensure safe and lawful service delivery. This includes the reporting of unauthorised restrictive practices, consultation with Authorised Program Officers (APOs), and updates through the NDIA's PRODA system.

Your NDIS funding for Behaviour Support is intended to cover these activities. If funding is insufficient or not available, you may have to pay privately or services will cease.

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All time is billed based on actual work:

- **10-minute increments** for activities under 20 minutes
- **15-minute increments** for 21 minutes or more
-

Travel and Preparation Billing

Travel is billed based on NDIS rules and the Modified Monash Model (MMM):

- **MMM 1–3:** Up to 30 minutes each way
- **MMM 4–5:** Up to 60 minutes each way
- **Mileage:** \$0.99–\$1.00/km
- **Other Costs:** Tolls, parking and session preparation
- **Travel is billed at 50%** of the hourly rate

Our Reports and Estimated Hours

Task	Estimated Hours
Interim BSP <i>Includes data administration, analysis, interviewing etc</i>	15 hours
Functional Behaviour Assessment <i>Includes data administration, analysis, interviewing etc</i>	30 hours
Comprehensive BSP <i>Includes data administration, analysis, interviewing etc</i>	35 hours
Letters of Support/Recommendations	10 hours
Psychological Assessment/Progress Reports	30 hours
Support and Safety Planning	2 hours
RP Consult and Assessment	2 hours
Data collection and observation	5–10 hours
Resource Development and Research	5–8 hours
Data entry, analysis and trend interpretation	5–8 hours
Uploading to PRODA/reporting to NDIA	1–2 hours

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The above are examples of the most common reports and activities we provide. However, we will bill for any reasonable and necessary work conducted to support your goals and ensure the effective management of behaviours of concern, in line with NDIS requirements and regulatory obligations.

Restrictive Practices (RP) and Compliance

If a restrictive practice is being used or recommended, we are legally required to:

- Collect data for 10–12 weeks
- Complete a risk assessment and FBA
- Consult with relevant stakeholders
- Submit a report to the NDIS Commission and, where required, State Authorising Bodies

Participants and families must understand that we must report all restrictive practices, including those done by others, even if unauthorised. We have zero tolerance for non-compliance.

Data Collection, Administration and Analysis

These are billable activities and include:

- Using tools like ABC, QABF, MAS
- Entering and formatting behaviour data
- Analysing triggers, patterns, and risks
- Tracking progress and submitting reports
- Maintaining NDIS-compliant documentation

Service Options

We provide support through:

- A Primary and a Secondary Practitioner
- Team support if one person is away

Travel and Cancellation Policy

- Travel is charged based on distance and area (MMM zones)
- Less than 2 business days' cancellation = full fee charged

What Is Not Billed

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- ✗ Internal CRAMLI staff supervision
- ✗ General staff meetings not about your case
- ✗ Intake admin before your agreement is active
- ✗ Cancelled appointments with more than 48 hours' notice

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Our Terms of Agreement

Your Rights

CRAMLI is committed to protecting your rights under relevant legislation. You have the right to:

- Dignity, respect, and privacy
- Freedom of expression and self-determination
- Informed choice and control over services
- Protection from abuse, neglect, and exploitation
- Raise concerns and make formal complaints

We actively work to prevent, identify, and respond to any risk of harm, abuse, or neglect.

Positive Choices

We are committed to collaboration and consultation with you—and where appropriate, your family, carers, and chosen community—to ensure you have choice and control over the services and supports you receive.

You will always be given enough time to review your options and seek advice about decisions affecting your life.

Our services are:

- Person-centred
- Trauma-informed
- Focused on self-determination and dignity of risk

We will support you to build the skills and confidence needed to make informed choices and increase your independence.

Our Responsibilities

CRAMLI will:

- Act with integrity, transparency, and professionalism
- Deliver safe, high-quality services that respect your rights
- Prevent and respond to abuse, violence, and discrimination
- Comply with NDIS, Child Protection, and Social Services Regulator laws
- Ensure your privacy and confidentiality
- Communicate openly and honestly
- Support your access to advocacy or legal assistance
- Conduct emergency and disaster planning to ensure continuity of support

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Your Responsibilities

As a client, you agree to:

- Be actively involved in your support planning
- Inform CRAMLI of any changes to your circumstances or funding
- Treat staff respectfully and follow service guidelines
- Pay service fees promptly, as agreed in your Service Agreement

Note: If you do not pay your invoices in full, all fees incurred for debt collection or legal action will be passed on to you. If you're unsure about any charges, please ask—we are here to support and clarify.

When We Might Stop or Pause Services

We may pause/cease services if:

- Funding is not available
- You disengage or stop attending sessions
- There are safety risks
- Invoices are unpaid

We'll always try to talk with you first and find a solution.

Advocacy and Legal Support

You may involve an independent advocate at any time. Information about local advocacy services is included in this pack.

Conflicts of Interest

If CRAMLI provides both Specialist Behaviour Supports and Therapeutic Supports, we will always declare potential conflicts of interest and offer alternative provider options to ensure your right to choice and control.

Your Safety

We maintain a safe, inclusive, and respectful environment. Bullying, abuse, and discrimination are not tolerated. All safety concerns will be managed under our Incident Management and Reporting Policy.

If you feel unsafe, we will support you to report it or access an advocate.

Privacy and Confidentiality

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We follow the Privacy Act 1988. Your personal information is kept secure and shared only:

- With your consent, or
- Where required by law (e.g., with the NDIS Commission, Child Protection, or legal bodies)

You can request access to or correction of your personal information at any time.

Feedback and Complaints

You can give feedback or make a complaint through:

- Speaking to CRAMLI staff
- Email: admin@cramli.com.au
- Phone: 1800 272 654
- Website: www.cramli.com.au

Or contact the NDIS Commission:

- Phone: 1800 035 544
- Website: www.ndiscommission.gov.au

Incident Management

CRAMLI follows the NDIS Incident Management and Reportable Incidents Rules (2018).

We must record and report incidents involving:

- Harm or risk of harm
- Behaviours of concern
- Rights breaches or misconduct

We will never penalise you for reporting concerns. We also report to external agencies such as the NDIS Commission, Child Protection, and Mental Health Services, as required.

Relevant Legislation and Compliance

CRAMLI complies with all relevant legislation, including:

- NDIS Practice Standards
- Child, Youth and Family Act
- Mental Health Act
- Child Protection Laws
- Privacy Act 1988
- Australian Human Rights Commission Act 1986

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Where there is a conflict between our policy and legislation, the law always takes precedence, and CRAMLI will act accordingly.

Legal and Reporting Obligations

As a registered NDIS provider, we are legally required to:

- Submit Behaviour Support Plans (BSPs) under the NDIS Restrictive Practices and Behaviour Support Rules 2018
- Report all restrictive practices (chemical, physical, mechanical, environmental) to the NDIS Commission
- Report incidents involving abuse, harm, neglect, or service withdrawal
- Retain participant data for at least 7 years, or until age 25 if under 18
- Respond to audits, reviews, and legal inquiries

Engaging with CRAMLI means you accept our obligation to follow these laws—even after services end.

Disclaimer: This Easy-to-Read Guide is designed to help you understand the key parts of our services and how we work with you. It provides a *simplified* overview only.

It is strongly recommended that you read the full Terms of Agreement provided with your Service Agreement. The full Terms of Agreement outline all legal rights, responsibilities, and conditions in detail.

In the event of a dispute, the full Terms of Agreement will take precedence and may be relied upon in a court of law.


When you choose to access services from CRAMLI, you are asked to sign a Service Agreement, which includes the **Terms of Agreement**.

The Terms of Agreement outline:

- The services we provide
- Your rights and responsibilities
- Our fees and cancellation policy
- How we work within the NDIS and other regulations

A full copy of your personalised Service Agreement will be provided to you separately.

If you have any questions or need help understanding it, please contact our admin team or management on 1800 272 654 or via email at admin@cramli.com.au.

 **The Terms of Agreement is a legal contract that sets out your rights, the services you will receive, and CRAMLI's responsibilities under NDIS legislation and standards. It helps ensure that services are safe, transparent, and in line with the law.**



PACE Instructions

To help CRAMLI provide you with Behaviour Support services and receive timely payments under the new NDIS PACE system, you or your nominee must **formally endorse CRAMLI** as your provider and ensure that **Behaviour Support** is included as a Support Category in your plan.

Why Is Endorsement Important?

- **Timely Payments:** Endorsed providers can claim services promptly under your NDIS plan.
- **Better Support:** Endorsement allows CRAMLI to view parts of your plan (with your permission) to tailor services to your needs.
- **Continuity of Care:** Without endorsement, CRAMLI may not be able to deliver Behaviour Support under your plan.

How to Endorse CRAMLI

You can endorse CRAMLI using one of the following options:

Option 1: Call the NDIS

1800 800 110

Tell them:

- You would like to **endorse CRAMLI Australia Pty Ltd** as your provider
 - Include **Behaviour Support** as the Support Category
- Provide these details:
- **Organization ID:** 405 008 7315
 - **Business Name:** CRAMLI Australia Pty Ltd
 - **ABN:** 45 644 279 729

Option 2: Email the NDIS

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enquiries@ndis.gov.au

In your email, include:

- A request to endorse CRAMLI Australia Pty Ltd
- A request to add *Behaviour Support* as a Support Category
- CRAMLI's Organization ID and ABN (see above)

Option 3: Live Web Chat

Use the official NDIS live chat:

www.ndis.gov.au/contact

Ask to endorse CRAMLI and add Behaviour Support.

Can I Change My Endorsed Provider Later?

Yes, you can update or remove your endorsed provider at any time by contacting the NDIA through the same channels.

What Is the PACE System?

The PACE system is the NDIA's updated national platform that improves how participants and providers interact. It helps:

- Speed up payments
- Improve communication
- Create a more consistent NDIS experience

If you have any questions or need help with this process, please contact us at 1800 272 654 at **admin@cramli.com.au** or speak with your CRAMLI Behaviour Support Practitioner.



Complaints, Compliments and Feedback Form

At CRAMLI, we're committed to providing the best possible service to people with disability, their families, and support networks.

We welcome your feedback — whether it's a compliment, suggestion, or complaint — to help us improve.

Your privacy is important to us. The information you provide will only be used to help us respond to your feedback and will be handled according to privacy laws.

If you give us a compliment, we may use your comment (without your name or personal details) in our marketing to show how we support people. Please let us know if you prefer not to have your comment shared.

Please provide your details:

Today's date

**Do you wish to remain
anonymous?**

☐ *Yes* ☐ *No*

**Please advise if this is a
complaint, a compliment or
feedback.**

☐ *Complaint*

☐ *Compliment*

☐ *Feedback*

Full Name

First

Last Name

Contact Details

Phone:

Email:

NDIS No.

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What is your Compliment/Complaint or Feedback about:

☐ The Practitioner ☐ The Provider – CRAMLI ☐ Other

Your Feedback

1. How likely is it that you would recommend CRAMLI to a friend, family or members of the community?

1=Not likely 10=Extremely Likely

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10

2. How would you rate the overall level of customer service provided by the practitioner/staff member?

1=Really Bad 10=Really Good

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10

3. How would you rate the responsiveness of the staff member to your enquiries?

1=Really Bad 10=Really Good

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10

4. Are you supported by CRAMLI to exercise choice and control? ☐ Yes ☐ No

5. Are the CRAMLI team respectful of your privacy and beliefs? ☐ Yes ☐ No

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6. Have you been provided with information on how to give feedback or make a complaint? ☐ Yes ☐ No

7. Do you find the information provided on our website, service agreement and welcome letter clear and easy to understand? ☐ Yes ☐ No

8. How likely are you to use our services again?

1=Not likely 10=Extremely Likely

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10

9. Do you have any suggestions or comments on how or what we can improve on?

How to make a complaint to the NDIS Commission

A complaint can be made to the NDIS Commission by:

- **Phoning:** 1800 035 544 (free call from landlines) or TTY 133 677.
Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Visiting <https://www.ndiscommission.gov.au/about/complaints> and completing a [complaint contact form](#).

The NDIS Commission can take complaints about:

- services or supports that were not provided in a safe and respectful way
- services and supports that were not delivered to an appropriate standard



Social Story

A Social Story is a short, easy-to-read guide that explains what CRAMLI does, who will support you, and what to expect. It helps you understand what's going to happen and what your rights and choices are. Social Stories are made to support people who may feel nervous, overwhelmed, or unsure about new services or changes.


You can read the Social Story before starting services, before appointments, or when something changes. It helps you prepare, feel calm, and know what's going on. You can look at it as many times as you want and read it with a support worker, family member, or on your own.

The Social Story is all about you — to help you feel safe, confident, and in control.



Welcome to CRAMLI!

We're excited to support you!

 Call us: 1800 272 654

 Email: admin@cramli.com.au



What We Do at CRAMLI

“We help people with their feelings, behaviour, and life goals. We work with you, your family, and support team to make things better.”

We help people with their:

- Feelings 😊
- Behaviour 😡 → 😊
- Life goals 🎯

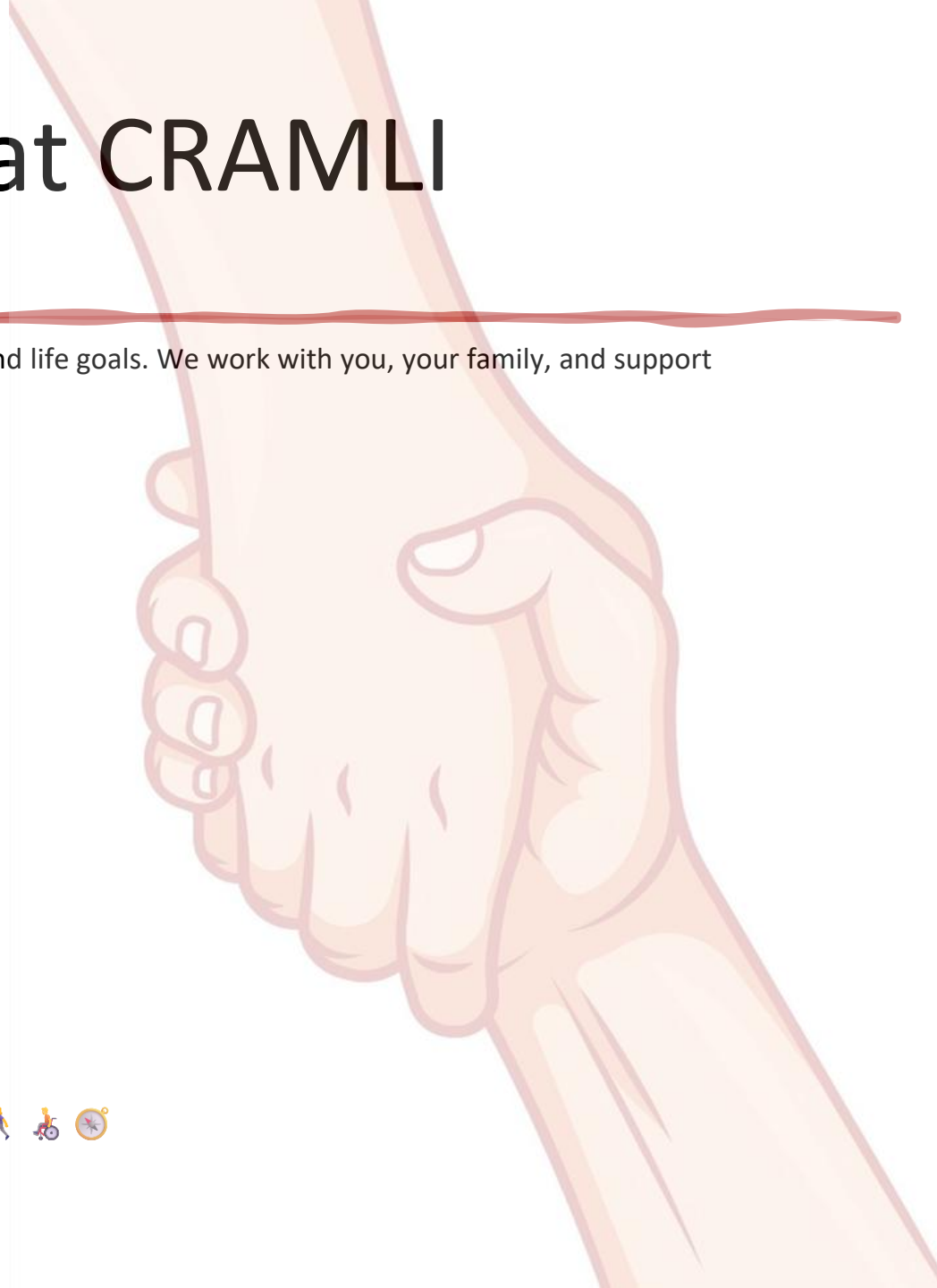
We work together with:

- You
- Your family
- Your support team

To help you:

- Feel calm and safe 🟡 → 🙏
- Make good choices ✅
- Speak up and be heard 🗣️
- Be more independent 🧑
- Reach your goals 🏆
- You are in charge of your life.

We are here to help you along the way. 🚶 🚲 🕒



Understanding Our Support

What is Behaviour Support?

“Sometimes people feel upset or act in ways that are hard. We help find out why and support you to feel safe and calm.”

Sometimes people:

- Feel really upset
- Get angry or frustrated
- Say or do things that are hard for them or others

That's okay — we are here to help.

We work with you to find out:

- **Why** this happens
- **What** helps you feel calm and safe

This is called Behaviour Support.



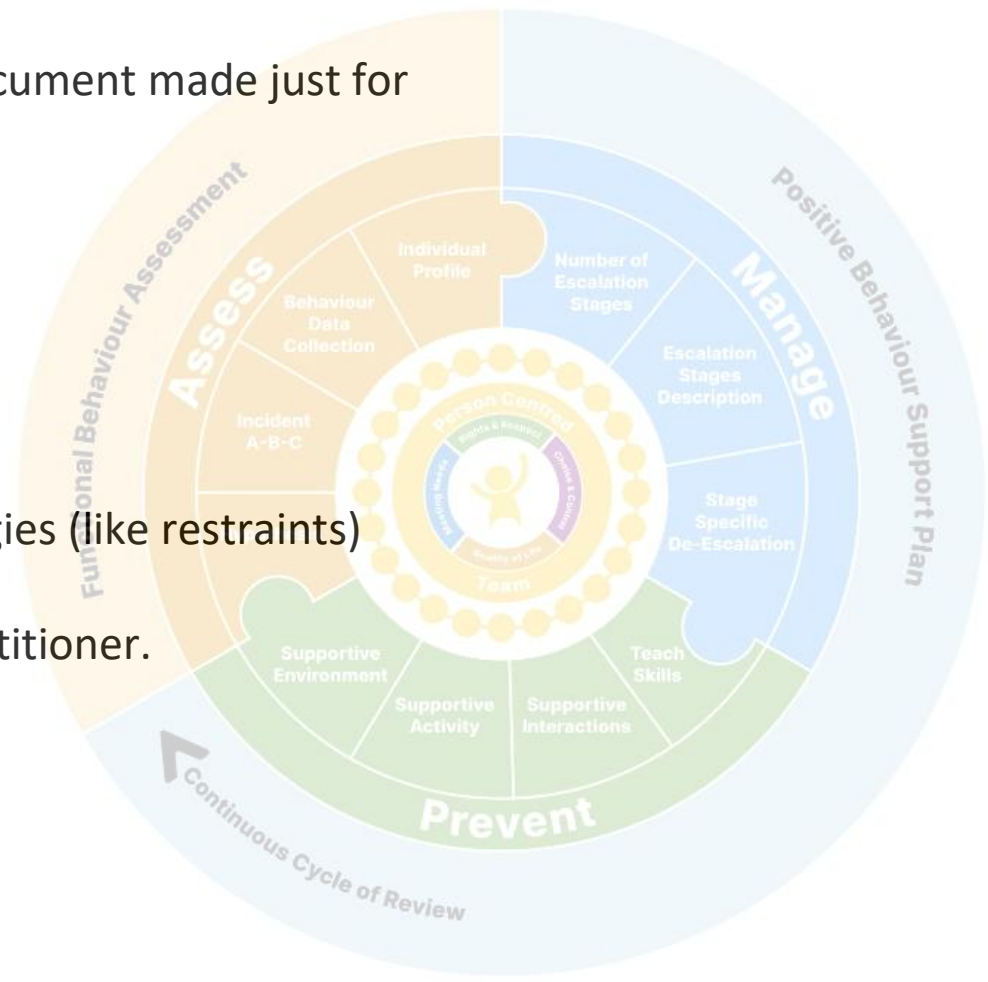
What is a Behaviour Support Plan (BSP)?

A Behaviour Support Plan is a special document made just for you.

It tells:

- What makes you upset
- What helps you feel better
- What staff should do to support you
- How to keep everyone safe
- How to stop using any unsafe strategies (like restraints)

It is written by a Behaviour Support Practitioner.
You and your team help make the plan.
We update it when things change.



What is Therapy?

Therapy helps with feelings, thoughts, and mental health. You can talk to someone who listens and helps.”

We can help with:

- Feeling sad or anxious
- Problems with sleep or eating
- Getting along with others
- Past trauma or big feelings
- Learning to calm down

Therapy can be:

- One-on-one
- With family or friends
- Online or face-to-face

You choose what feels safe for you.



A large, solid red oval shape that serves as the background for the text.

Your Journey
With Us

Our Steps Together

Step 1: We talk to you and learn about your life

Step 2: We make a plan together

Step 3: We watch and listen to understand your needs

Step 4: We talk with your team or support workers

Step 5: We write your plan and help your team follow it

Step 6: We check how things are going and update your plan if needed

You are involved in every step.



Support Planning

Strengths - Goals - Support Needs

Support & Safety Plan

RP Assessment and Consult*

Review all Documents

Data Collection

Report Writing

We Still Help When We're Not With You

Even when you don't see us, we are working for you.

We spend time:

- Writing reports and plans
- Talking to your support team
- Looking at your behaviour data
- Getting ready for meetings
- Following the rules of the NDIS
- This is called **Client Engagement Hours**.

It helps keep your support safe and strong.



Your Rights and Communication

Communicating With You



We want to speak your language!

- ✓ Interpreters can help you talk*
- ✓ Easy words in your language*
- ✓ Advocates can assist
- ✓ A support person can be there with you

Note: Items marked with * are available **only if** funding is included in the participant's NDIS plan **or** if CRAMLI currently has access to those resources. Availability is dependent on plan inclusions and resource capacity.

Your Rights and Your Privacy



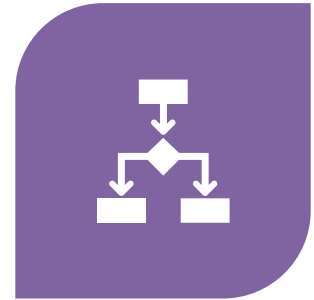
Your Choice = Your Control!



TIME TO
DECIDE



INFORMATION
PROVIDED



YOU MAKE THE
FINAL DECISION!

Safety and Rules

What Are Restrictive Practices?

Sometimes people need extra help to stay safe.

This might mean:

- Staying in a safe room
- Taking medication to calm down
- Not being able to do certain things for a short time

We follow strict rules and tell the NDIS when this happens.

We should stop using these as soon as we can.

Types of Restrictive Practices

PHYSICAL RESTRAINT 🖐️

– HOLDING SOMEONE'S BODY TO STOP THEM HURTING THEMSELVES OR OTHERS

CHEMICAL RESTRAINT 💊

– USING MEDICATION TO CALM SOMEONE DOWN OR CHANGE BEHAVIOUR (NOT JUST FOR MEDICAL REASONS)

MECHANICAL RESTRAINT 🔗

– USING EQUIPMENT TO STOP MOVEMENT (LIKE SEATBELT CLIPS OR HAND SPLINTS)
– ONLY IF USED AS RESTRAINT

SECLUSION 🚪

– PUTTING SOMEONE IN A ROOM ALONE AND NOT LETTING THEM LEAVE

ENVIRONMENTAL RESTRICTION 🚫

– LOCKING A FRIDGE, CUPBOARD, OR GATE TO STOP SOMEONE FROM GETTING TO SOMETHING

When We Might Pause or Stop Support

YOUR NDIS PLAN HAS NO MONEY LEFT


YOU STOP COMING TO SESSIONS

THERE IS A SAFETY RISK

YOUR INVOICES ARE NOT PAID

Incident Management

 Report incidents immediately!

 We are here to keep everyone safe and protected



Emergency and Disaster Planning

☁️ Natural disasters

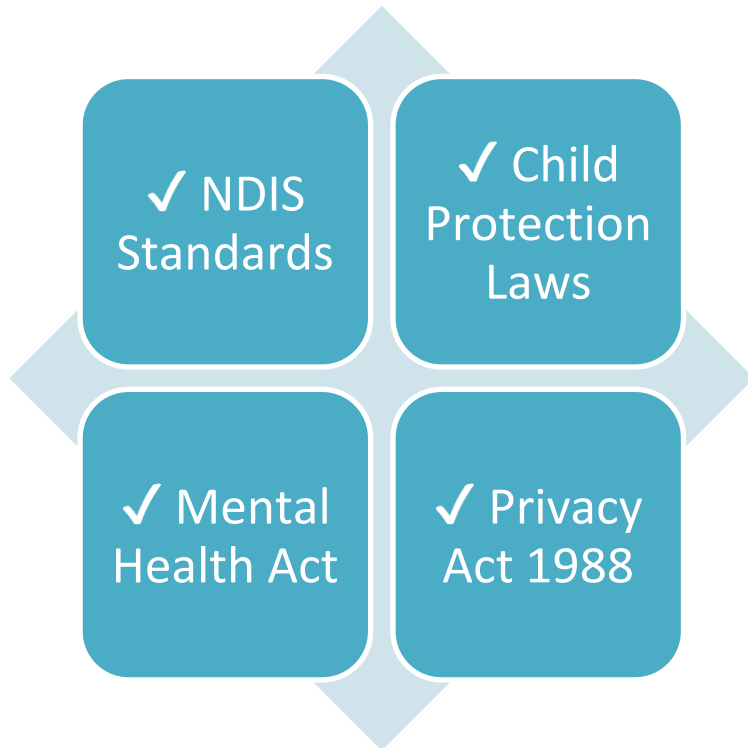
🦠 Health crises

⚡ Power outages

✅ We have a continuity plan



Compliance With the Law



People and Ending Services

What You Need to



Come to appointments 📅



Tell us if something changes 📢



Be kind and respectful to staff 🙏




Let us know if you don't feel safe



Pay for services with your NDIS plan 💳

Our Staff



 Qualified professionals
/Extensive experience



Background checked



Ongoing training



Exiting Our Service



You can leave
anytime



We help
transition to another
provider if needed

Feedback and Help

Feedback & Complaints



Call us: 1800 272 654



Email: admin@cramli.com.au



NDIS Complaints: 1800 035 544

Need Help?

admin@cramli.com.au

1800 272 654

