

Mutual Respect, Safety Feedback and Complaints Policy

At Helpful Connexions Pty Ltd we are committed to fostering an environment of mutual respect and safety among all individuals, including employees, clients, customers, partners, and any other stakeholders. We believe that mutual respect and safety is essential for maintaining positive relationships and creating a supportive community. To uphold this principle, we have established the following Mutual Respect, Safety Feedback and Complaints Policy:

Respect for Individuals: We value the dignity and worth of every person, regardless of their background, identity, beliefs, or status. We treat everyone with courtesy, kindness, and consideration, and we expect the same in return.

Transparency: We encourage open, honest and transparent communication, where all parties feel comfortable expressing their thoughts, opinions, and concerns in a constructive manner. We also expect you to provide us with the same courtesy.

Safeguarding Participant's Rights and Responsibilities: We have an obligation to safeguard participant's rights and responsibilities. We ensure that all individuals are treated with dignity, their rights are respected, and they are aware of their responsibilities within our programs and services.

Mandatory Child Notification: As mandated reporters, we are required to report any suspicion or evidence of child abuse or neglect to the appropriate authorities. This duty to report is critical in ensuring the safety and well-being of children and is non-negotiable.

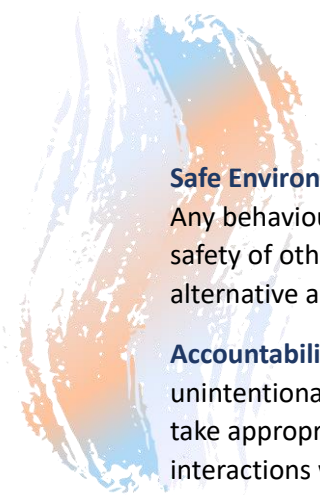
Zero Tolerance for Discrimination: Discrimination, harassment, or any form of unfair treatment based on race, ethnicity, nationality, religion, gender, sexual orientation, age, disability, or any other characteristic will not be tolerated. We likewise expect to be treated with respect and fairness.

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Conflict Resolution: In the event of disagreements or conflicts, we are committed to resolving them peacefully and respectfully. We seek to understand different perspectives and work towards mutually acceptable solutions, and we hope for the same cooperation from you. If we cannot resolve the situation, we will provide you with information Feedback, Complaints and Disputes further, maintains complaints register. If The participant and/or nominee wishes to provide feedback or make a complaint, they can contact: Rachel Hall phone: 0477 279 122 or Email:

Rachel@HelpfulConnexions.com.au. If you are not satisfied or does not want to talk to the above-mentioned person, you or nominee can contact the NDIS by calling 1800 800 110, visit an office in person, or visit ndis.gov.au for further information. You and/or nominee can also contact The NDIS Quality & Safeguard Commission by visiting www.ndiscommission.gov.au or by calling 1800 035 544 and you may also make a complaint to the Australian Association of Social Workers at ethicscomplaint@aasw.asn.au or via telephone 03 9320 1044.

Professional Conduct: We always conduct ourselves professionally, maintaining integrity, honesty, and ethical behaviour in our interactions with others. We trust that you will also adhere to professional standards in your dealings with us.



Safe Environment: We prioritise the safety and well-being of everyone involved in our operations. Any behaviours, physical, sexual, verbal or otherwise that jeopardises the physical or emotional safety of others is unacceptable. Further, in the event of sickness, we will contact you to offer you an alternative appointment. We expect you to uphold the same commitment to safety.

Accountability: We hold ourselves accountable for our actions and their impact on others. If we unintentionally cause harm or offence, we are willing to acknowledge our mistakes, apologise, and take appropriate steps to rectify the situation. We also expect accountability from you in your interactions with us.

Continuous Improvement: We are committed to continuously improving our practices and policies related to mutual respect. We welcome feedback and suggestions from all stakeholders to enhance our efforts in creating a culture of respect, and we appreciate your cooperation in this regard.

Violation of this Mutual Respect, Feedback and Complaints Policy may result in disciplinary action, up to and including termination of employment, termination of services, or legal consequences, depending on the severity of the offence.

By adhering to this policy, we affirm our commitment to creating an inclusive, respectful, supportive and safe environment where everyone can thrive and contribute to our shared goals and success.