



Heart Wing Supports

Easy Read Policy Guide – Contents

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1. About Heart Wing Supports

Who we are


Heart Wing Supports is an NDIS provider in Western Australia.

It is run by **Kim Henderson**.


We help people with disability to:

- Build confidence
- Become more independent
- Learn new life skills
- Reach their personal goals
- Get through life changes

What supports we provide

 We help with:

- Life planning and goal setting
- Building everyday skills
- Emotional and mental wellbeing support
- Coaching and mentoring
- Connecting to community and services
- Support during difficult life changes

 We **do not provide**:

- Therapy or psychology
- Medical or clinical treatment
- Behaviour support plans
- Restrictive practices

If you need these, we help you find the right professional.

Our Mission (Why we exist)

 We support people with disability to:

- Build confidence
- Grow independence

- Make their own choices
- Live a meaningful life


We walk beside you during life changes.

Our Vision (What we want)

 We want every person to feel:


- Safe
- Heard
- Respected
- Supported
- Able to grow and thrive

Our Values

 We believe in:

- **Respect** – Your identity and choices matter
- **Honesty** – We are open and truthful
- **Privacy** – Your information is protected
- **Growth** – Learning and improvement matter
- **Quality** – We follow NDIS best practice
- **Individual support** – Everyone is different
- **Safety** – Emotional, cultural and physical safety first
- **Lived experience** – Understanding through real life

Who runs Heart Wing Supports

 Kim Henderson is responsible for:

- Your support
- Safety and quality
- Complaints and incidents
- Records and privacy
- Risk and improvement
- Service planning and reviews

Heart Wing Supports is currently a **sole trader (one provider)**.

Our Promise to You

- ✓ We follow the **NDIS Practice Standards**
- ✓ We follow the **NDIS Code of Conduct**
- ✓ We respect your **human rights**
- ✓ We focus on your **safety and wellbeing**
- ✓ We listen and improve through feedback

About this Guide

■ This guide explains:

- Your rights
- How we support you
- How we keep you safe
- How we protect your privacy
- How we improve our services

This document is reviewed every year.

Section 2 — How Heart Wing Supports is Run

(Governance & Safety Systems)

Who is responsible

Kim runs Heart Wing Supports

Kim is responsible for:

- Making sure supports are safe
- Following NDIS rules
- Managing risks
- Handling complaints and incidents
- Keeping records safe
- Improving services
- Protecting your privacy

Heart Wing Supports currently has **no staff**.

Our promise about safety and quality

- ✓ We make ethical decisions
- ✓ We follow NDIS rules

- ✓ We respect participant rights
- ✓ We keep clear records
- ✓ We try to improve all the time

How we manage documents

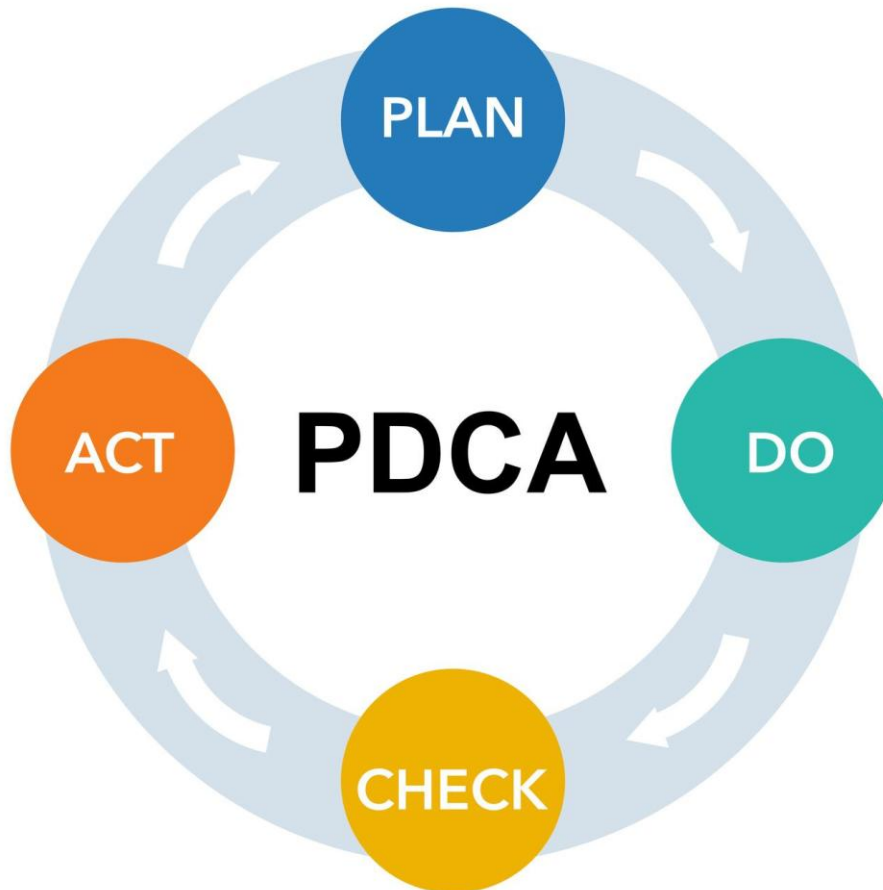
- 📁 We keep documents organised and up to date.

This includes:

- Version numbers
- Approval dates
- Review dates
- Old versions safely stored

Only Kim can approve official documents.

How we improve our services



We use a simple improvement cycle:

1. **Listen** – feedback, complaints, incidents
2. **Plan** – decide what to improve
3. **Do** – make the change
4. **Check** – see if it worked
5. **Improve** – keep learning

We review services regularly.

How we manage risks

⚠️ A risk is anything that could cause harm.

We manage risks by:

- Finding risks early
- Checking how serious they are
- Reducing or removing risks
- Recording risks in a register
- Reviewing risks regularly

Types of risks we watch for

- Participant safety risks
- Unsafe environments
- Working alone risks
- Privacy risks
- Business disruptions
- Documentation mistakes

If a risk is serious, we act **immediately**.

Conflicts of interest (being fair)


A conflict means something could unfairly influence decisions.

We avoid conflicts like:

- Supporting close family members
- Financial relationships
- Favouring one provider only
- Accepting large gifts

Participants always have the **right to choose providers**.

Your privacy and information safety

 We protect your information.

We:

- Follow privacy laws
- Ask consent before sharing info
- Store records securely
- Use password-protected systems
- Limit access to information
- Report any data breaches

How we check our quality

We regularly review:

Every year

- Policies
- Risks
- Incidents
- Complaints
- Participant outcomes
- Privacy

Every few months

- Participant files
- Quality and risks

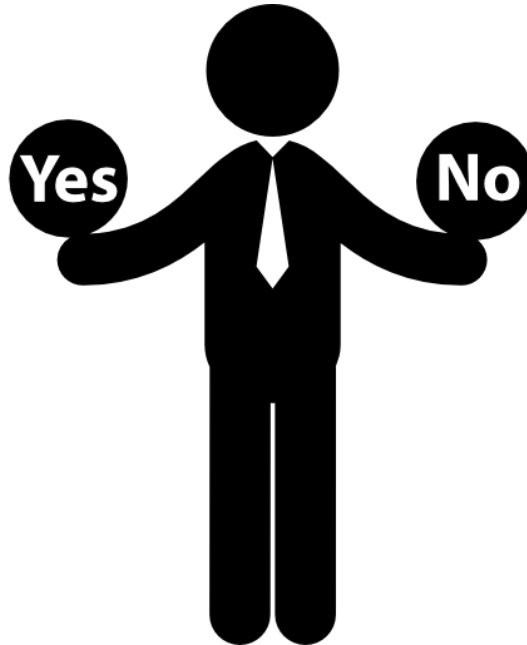
After any incident

- Immediate review
- Fix problems
- Improve systems

Section 3 — Your Rights and Responsibilities

(Your voice, choice and safety)

Your Rights



You have rights when you receive support.

You have the right to be treated with respect

- Be treated kindly and fairly
- Be respected for who you are
- Have your culture, identity and beliefs respected
- Make your own choices

You have the right to make decisions (choice and control)

- Be involved in all decisions about your life
- Choose your supports
- Choose your provider
- Change providers if you want
- Say **yes** or **no**

You are in charge of your life.

You have the right to be safe




You have the right to:

- Feel safe physically and emotionally
- Be free from abuse, harm, bullying or neglect
- Speak up if something feels wrong
- Have concerns taken seriously

We will act quickly if safety is at risk.

You have the right to privacy

 Your personal information must be protected.

You have the right to:

- Keep your information private
- Know how your information is used
- Say yes before information is shared
- Ask to see your records

You have the right to quality supports

- Safe and professional support
- Honest and clear communication
- Reliable and respectful service
- Supports based on your goals

You have the right to communication that works for you



We will communicate in ways that suit you:

- Simple language
- Visual supports
- Written information
- Extra time to process
- Repeating or explaining differently

You will be supported to understand and make decisions.

You have the right to complain or give feedback

You can:

- Give feedback anytime
- Make a complaint safely
- Be listened to respectfully
- Use an advocate
- Not be treated badly for speaking up

You have cultural rights

- Your culture must be respected
- Your identity must be respected
- You must feel included and safe
- You can involve family or community

This includes:

- First Nations people
- CALD communities
- LGBTQIA+ people

Rights for children and young people

Children and young people have the right to:

- Be safe
- Be heard
- Get age-appropriate support
- Have family involved when appropriate

Our Responsibilities (Heart Wing Supports)



We promise to:

- Treat you with respect
- Support your choices
- Keep you safe
- Protect your privacy
- Listen and respond
- Be honest and clear
- Follow NDIS rules
- Act quickly if concerns arise

Your Responsibilities (Working Together)

You are **not forced**, but these help supports work well:

- Treat your support person respectfully
- Communicate your needs and concerns
- Let us know if plans change
- Be involved in your support planning
- Respect safety and boundaries

Supported decision-making

You have the right to make your own decisions.

We can help you:

- Understand information
- Think about options
- Understand risks
- Communicate your choice

You are allowed to:

- Try new things
- Make mistakes
- Learn from experience

This is called **dignity of risk**.

Advocacy (Someone who supports your voice)

You can have an advocate anytime.

An advocate can help you:

- Understand your rights
- Speak up
- Make complaints
- Make decisions

We can help you find an advocate if you want.

Section 4 — How Your Supports Work

This section explains:

- How to start supports
- How we plan your supports
- How we help you build skills
- Reviews and changes
- Crisis and transition support
- Communication and accessibility

Starting Supports (Getting Help)



You can start supports by:

- Contacting Heart Wing Supports
- Being referred by a Support Coordinator
- Being referred by a service or organisation
- Contacting us yourself

We will:

1. Talk with you about your needs
2. Check if supports fit your goals
3. Complete an intake form
4. Ask for consent
5. Create a Service Agreement
6. Start planning supports

Understanding Your Needs

We learn about you so supports match your life.

We talk about:

- Your goals and hopes
- Your strengths
- Things that are hard right now
- Supports you already have
- Risks and safety
- Communication needs

- Culture and preferences

This is done **with you**, not for you.

Your Support Plan



Your Support Plan explains:

- Your goals
- What supports you want
- How we will support you
- Risks and safety plans
- What helps when you feel stressed
- When we review your plan

You help create your plan.

You receive a copy.

How we support you

We provide **capacity-building supports**.

This means helping you grow skills and independence.

We may support you with:

Planning and life direction

- Setting goals
- Planning changes
- Problem solving

Skill building

- Routines
- Confidence
- Decision making
- Emotional regulation
- Organisation and time skills

Community connection

- Finding services
- Connecting with community
- Building relationships

Coaching and mentoring

- Encouragement
- Emotional support
- Motivation

Crisis and adjustment support

- Support during big life changes
- Safety planning
- Short-term extra support

Supports for psychosocial disability

Some people experience mental health challenges.

We support using:

- Trauma-informed care
- Respect and safety
- Choice and control
- Strength-based approach
- Recovery focus

We help build:

- Emotional skills
- Independence
- Routine
- Confidence
- Resilience
- Social connection

Progress notes (recording your support)

After each support session, we record:

- What support was given
- Progress toward your goals
- Any concerns or risks
- What happens next

This helps keep supports safe and effective.

Reviewing your supports



We review your supports:

- Every 3–6 months
- When your needs change
- When you ask

We talk about:

- What is working
- What is not working
- Your progress
- New goals
- Changes needed

Your plan can change anytime.

Transition or ending supports

Supports may end when:

- You reach your goals
- You choose another provider
- Your needs change
- You decide to stop

We will:

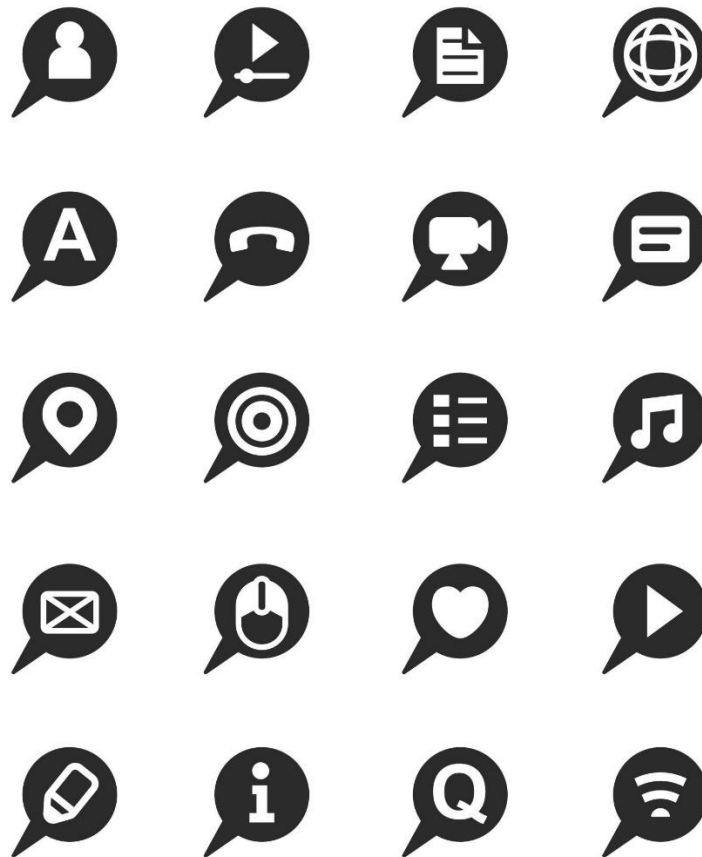
- Talk with you first
- Give notice
- Help you transition
- Provide referrals if needed
- Provide records if requested

Continuity of support (keeping support stable)

If something changes (illness, emergency, etc.), we will:

- Tell you early
- Offer new times
- Support safe transitions
- Keep communication clear

Communication and accessibility



We communicate in ways that suit you:

- Plain English
- Visual supports
- Text or written communication
- Advocates
- Family or cultural support
- Interpreters if needed

You will be supported to understand and be heard.

Section 5 — Feedback, Complaints and Incidents

(Your voice, safety and protection)

This section explains:

- How to give feedback
- How to make a complaint
- What happens when something goes wrong
- What an incident is
- How we keep you safe

Giving feedback



Feedback helps improve supports.

You can:

- Say what you like
- Say what could be better
- Share ideas
- Give compliments

You can give feedback anytime.

Making a complaint



You have the right to complain safely.

You can complain:

- By phone
- By email
- In person
- In writing
- Using a form
- Through an advocate


We will help you if you need support to complain.

You will **not be treated badly** for complaining.

External complaints (NDIS Commission)

If you are not satisfied, you can contact:

NDIS Quality and Safeguards Commission

 1800 035 544

 www.ndiscommission.gov.au


You can use an advocate to help you.

What happens after a complaint

We follow clear steps:

1. **Listen** — we acknowledge within 2 business days
2. **Record** — we document safely
3. **Review** — we understand the issue
4. **Respond** — usually within 14 days
5. **Resolve or escalate** if needed
6. **Improve** — we learn from complaints

What is an incident?

 An incident is when something goes wrong.

An incident may include:

- Someone is hurt
- Someone feels unsafe
- A safety risk occurs
- A privacy issue occurs
- Something serious happens during support

What happens if an incident occurs



We take incidents seriously.

Steps we follow:

1. Make sure you are safe
2. Provide support or first aid if needed
3. Call emergency services if needed
4. Record what happened
5. Inform you (and support people if appropriate)
6. Review the situation
7. Reduce future risks
8. Follow up with you

Serious (Reportable) Incidents

Some incidents must be reported to the NDIS Commission.

These include:

- Death of a participant
- Serious injury
- Abuse or neglect
- Sexual misconduct
- Unlawful contact

We must report these quickly and follow NDIS rules.

If an incident shows a new risk

We may:

- Update your Support Plan
- Update safety strategies
- Add to Risk Register
- Adjust supports
- Provide extra support
- Review communication methods

Open and honest communication

If something goes wrong, we will:

- Be honest
- Explain what happened
- Support you
- Explain how we will prevent it again

Advocacy during complaints or incidents

You can use an advocate anytime.

Especially if:

- You feel unsafe
- You are making a complaint
- You need help understanding decisions
- You feel unheard

We can help you find an advocate.

Records of complaints and incidents

We safely record:

- Complaints
- Incident reports
- Actions taken
- Improvements made

Records are kept securely for **at least 7 years**.

Section 6 — Safety, Risk and Work Health

(Keeping you safe during supports)

This section explains:

- How we keep supports safe
- Safety in homes and community
- What happens in emergencies
- Behaviour and distress
- Travel and transport safety
- Crisis and mental health support

Our safety promise



We work safely to protect:

- You
- Your wellbeing
- The support environment

We:

- Check risks
- Follow safety procedures
- Respond quickly in emergencies
- Work within safe limits
- Keep improving safety

Lone worker safety (when support is 1-to-1)

Supports are often provided one-to-one.

To keep everyone safe, we:

- Plan supports carefully
- Watch for risks
- Use safe communication
- End sessions if unsafe
- Follow safety procedures

Safety in your home or community



We check for safety risks such as:

- Unsafe walkways
- Aggressive behaviour nearby
- Unsafe animals
- Drugs or alcohol risks
- Poor lighting or heat
- Unsafe environments

If something is unsafe, we may:

- Talk with you
- Change the environment
- Move the session
- End the session if needed

Personal safety and boundaries

Safety includes emotional and professional boundaries.

We will:

- Stay calm and respectful
- Maintain professional boundaries
- Work within support scope

- Avoid unsafe situations
- Use safe communication

Participants are expected to:

- Be respectful
- Maintain safe environments
- Respect boundaries

Travel and transport safety



Car Safety

When transport is part of support:

- Travel must be safe
- Consent must be given
- It must be part of your Service Agreement

If an accident occurs:

- Emergency procedures are followed
- Incident is recorded
- Relevant people are notified

If distress or behaviour changes

Heart Wing Supports does **not use restrictive practices**.

If distress occurs:

- We stay calm
- Use de-escalation
- Offer breaks and choices
- End session if unsafe
- Follow incident procedures

If behaviour risks continue:

- Update support plan
- Adjust supports
- Refer to other services if needed

Emergency response



In an emergency we:

1. Ensure safety
2. Call **000** if needed
3. Follow emergency instructions

4. Record the incident
5. Inform relevant people
6. Review and improve safety

Mental health crisis support

If someone is in crisis:

- Stay calm
- Support grounding
- Encourage use of crisis plan
- Contact crisis services or 000 if needed
- Document and follow up

Support services may include:

- Lifeline — 13 11 14
- Beyond Blue — 1300 22 4636
- Mental Health Emergency Response Line
- Emergency services

Continuity of supports (when disruptions happen)

Sometimes disruptions happen (illness, emergency, etc.).

We will:

- Tell you early
- Offer rescheduling
- Provide referrals if needed
- Maintain communication
- Restore supports as soon as possible

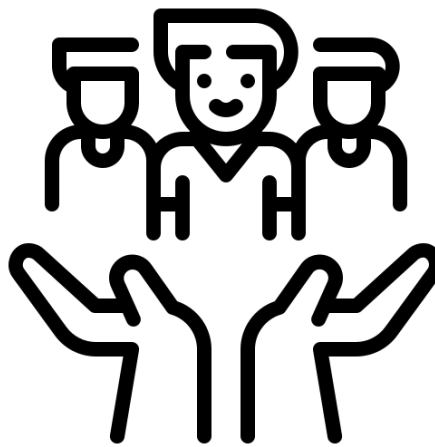
Section 7 — Workers and Professional Standards

(Safe, skilled and respectful support)

This section explains:

- Who provides your supports
- Worker safety and checks
- Training and quality
- Professional behaviour and boundaries

Who provides your supports



Heart Wing Supports is currently run by **one provider — Kim**.

This means:

- Kim provides all supports
- There are currently no staff
- If staff are added in future, safety rules will apply

Worker safety and checks

To keep participants safe, workers must have:

- NDIS Worker Screening clearance
- Working With Children Check (if supporting children)
- Relevant checks and qualifications

Kim holds a valid NDIS Worker Screening clearance.

If workers are added in the future

All future workers must:

- Be screened for safety
- Be suitable and qualified
- Follow NDIS Code of Conduct
- Respect participant rights
- Follow Heart Wing Supports policies

No worker can start until safety checks are complete.

Training and learning



Workers must:

- Complete NDIS Quality, Safety and You training
- Maintain skills
- Follow safety and complaint procedures
- Understand privacy and confidentiality
- Use trauma-informed practice

Training is recorded.

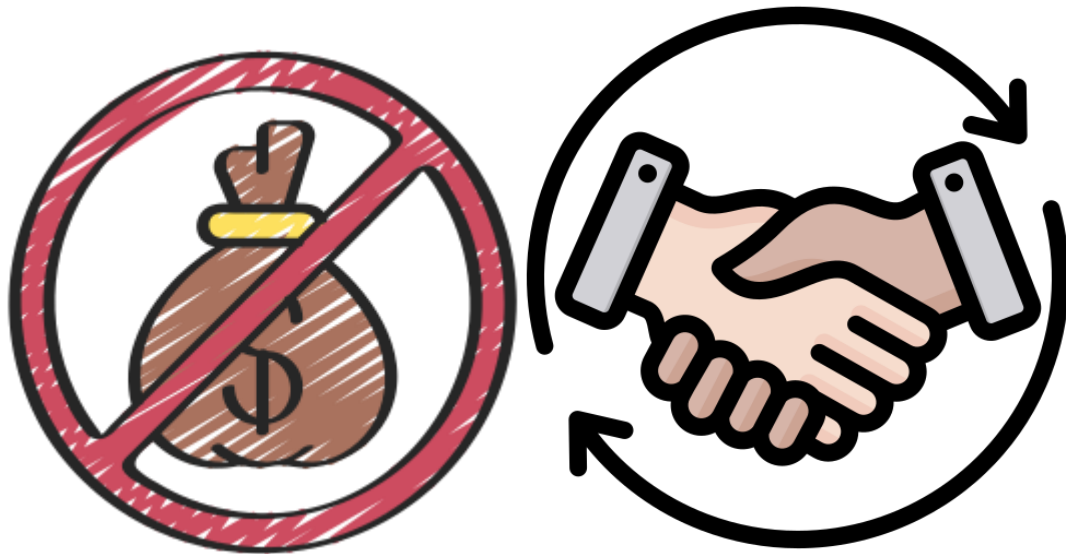
Professional behaviour

We must always:

- Treat you respectfully
- Maintain clear boundaries
- Communicate professionally
- Protect your privacy
- Follow NDIS Code of Conduct
- Provide safe, ethical support

If behaviour is unsafe or unprofessional, action will be taken.

Professional boundaries



To keep supports safe:

- Relationships must stay professional
- No personal or romantic relationships
- No loans, gifts, or financial involvement
- No services outside scope
- Privacy must always be respected

Self-care and safe practice (provider safety)

Because there is one provider, maintaining wellbeing is important.

We ensure:

- Safe workload
- Good mental health
- Rest and fatigue management
- Professional supervision if needed
- Work/life balance

This helps keep participants safe.

Insurance and safety

Heart Wing Supports maintains:

- Public Liability Insurance
- Professional Indemnity Insurance

This protects participants and the provider.

Section 8 — Privacy and Confidentiality

(Protecting your personal information)

This section explains:

- What information we collect
- Why we collect it
- How we protect it
- When we share information
- Your rights about your information

Your privacy matters



We protect your information by:

- Following privacy laws
- Asking your consent
- Keeping information secure
- Only collecting what we need
- Only sharing when allowed

What information we collect

We may collect:

Personal information

- Name
- Date of birth
- Contact details
- Emergency contacts
- Cultural identity

NDIS information

- NDIS number
- Goals
- Support needs
- Service agreements

Sensitive information (only if needed)

- Mental health info (relevant to supports)
- Safety risks
- Information shared during sessions

Records created during support

- Progress notes
- Incident reports
- Communication records
- Review notes

We only collect information needed to support you safely.

How we collect information

We may collect information through:

- Intake forms
- Conversations
- Emails or messages
- Referrals (with your consent)
- Observations during support

Why we collect information

We collect information to:

- Provide safe supports
- Understand your needs and goals
- Plan and review supports
- Manage risks
- Meet NDIS requirements
- Keep accurate records

Consent (your permission)



We ask your consent before:

- Collecting information
- Sharing information
- Contacting others
- Transport
- Photos or recordings

Consent must be:

- Your choice
- Informed
- Specific
- Written or recorded

You can withdraw consent anytime.

Sharing information

We only share information:

✓ With your consent

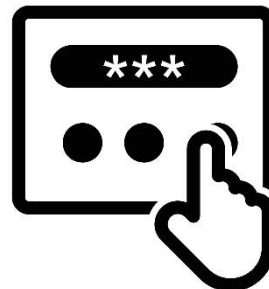
- Other providers
- Support coordinators
- Family or carers (if approved)
- Medical services
- Advocates

✓ Without consent only when required by law

- Serious safety risk
- Court order
- Reportable incidents
- Legal requirements

We inform you whenever possible.

How your information is stored



We store information securely using:

- Password-protected systems
- Encrypted cloud storage
- Limited access
- Locked devices
- Locked cabinet for paper files

Only the provider can access your information.

How long we keep your information

We keep records:

- 7 years after supports end (adults)
- 7 years after a child turns 18

After this, records are securely destroyed.

Your right to access your information

You can:

- Ask to see your information
- Ask for corrections
- Ask how information is used
- Ask for a copy of your file

We respond within **30 days**.

Privacy breaches

A privacy breach may include:

- Lost records
- Information shared wrongly
- Unauthorised access
- Data breach

If this happens, we:

1. Act quickly
2. Investigate
3. Inform affected people
4. Report if required
5. Improve systems

Privacy complaints

You can complain about privacy to:

- Heart Wing Supports
- Office of the Australian Information Commissioner

Complaints follow the normal complaints process.

Section 9 — Records and Information Management

(How we safely keep your information)

This section explains:

- What records we keep
- Why records are important
- How records are stored safely
- Your rights to access records

Why we keep records



We keep records to:

- Provide safe supports
- Track your progress
- Meet NDIS rules
- Improve services
- Keep accurate information

What records we keep

Participant records

- Intake forms
- Consent forms
- Service agreements
- Support plans
- Risk assessments (if needed)

- Progress notes
- Communication records
- Incident reports
- Review notes
- Exit summaries

Organisation records

- Complaints register
- Incident register
- Risk register
- Improvement register
- Policy documents

Administrative records

- Insurance documents
- Billing records
- Registration documents
- Training records (if staff in future)

Progress notes (after each support)



Progress notes record:

- What support was provided
- How it relates to your goals
- Your progress
- Any concerns or risks
- Next steps

Notes must be:

- Written the same day
- Clear and factual
- Respectful
- Accurate

Communication records

We record important communication such as:

- Phone calls
- Emails
- Texts
- Coordination with other services

Only important information is recorded.

How records are stored safely



We store records securely using:

- Password-protected devices
- Locked screens
- Secure backups

How long records are kept

We keep records:

- 7 years after support ends (adults)
- 7 years after a child turns 18

After this, records are securely destroyed.

Your right to access records

You can:

- Ask to see your records
- Ask for corrections
- Ask how records are used
- Ask for a copy

We respond within:

- Acknowledgement — within 7 days
- Full response — within 30 days

Sharing information

We only share information:

- With your consent
- For safety emergencies
- When legally required

All sharing is recorded.

File audits (checking quality)

We regularly check records to ensure:

- Records are complete
- Information is accurate
- Supports match goals
- Safety is maintained

Section 10 — Service Agreements and Billing

(Understanding your agreement and costs)

This section explains:

- What a Service Agreement is
- What is included
- How billing works
- Travel and cancellations
- Changes and ending supports

What is a Service Agreement



A Service Agreement is a written document that explains:

- What supports you receive
- Your rights and responsibilities
- Costs and billing
- How to make changes
- How to end supports

The agreement protects **you and the provider**.

Our promise about Service Agreements

We make sure:

- You receive a written agreement before supports start
- The agreement is explained clearly
- You understand before signing
- You can involve family, carers, or advocates
- You can change or end the agreement anytime

What is included in your Service Agreement

Your supports

- Type of support (Life Stage / Transition)
- Where and how supports happen
- Scheduling and availability
- Goals and focus areas

Rights and responsibilities

- Your rights
- Provider responsibilities
- Safety expectations
- Professional boundaries

Costs and billing



Includes:

- Hourly rate (within NDIS limits)
- Travel (if agreed)
- Non-face-to-face supports
- Cancellation rules
- How invoicing works

Communication and contact

- Your preferred communication method
- Emergency contact
- Provider contact

Changes and reviews

- How to request changes
- When reviews happen

Ending the agreement

- Notice period
- Your right to change providers
- Situations where supports may end

Complaints and feedback

- How to complain
- External options (NDIS Commission)

Explaining the agreement

We will:

- Use clear language
- Answer your questions
- Support understanding
- Provide a copy

If you cannot sign, your nominee or guardian may sign.

Changing the agreement

An agreement may change if:

- Your goals change
- Your needs change
- Pricing rules change
- You request changes

Steps:

1. Discuss changes
2. Update document
3. Get consent
4. Provide new copy

Ending supports

You can end supports:

- Anytime
- For any reason
- With notice (usually 7 days)

Supports may end if:

- Needs are outside scope

- Safety cannot be maintained
- Agreement is breached
- You change provider

We will:

- Explain clearly
- Give notice
- Support transition
- Offer referrals
- Finalise billing

Billing rules



We follow NDIS pricing rules.

We ensure:

- No hidden fees
- Clear invoices
- Only bill for delivered services
- Records are kept

Travel charges

Travel may be billed when:

- It is agreed in the Service Agreement
- Within NDIS limits
- Related to your supports

Non-face-to-face supports

May include:

- Planning
- Coordination
- Writing notes
- Reviewing information

Must be:

- Related to your support
- Agreed in your Service Agreement

Cancellation rules

A cancellation fee may apply when:

- Less than 7 days' notice is given
- Session cannot be replaced

No fee if:

- Provider cancels
- Emergency or hospital situation
- Unsafe to deliver support

Section 11 — Risk, Safeguarding and Duty of Care

(Keeping you safe and protected)

This section explains:

- How we protect your safety
- Duty of care
- Dignity of risk
- Safeguarding
- Responding to abuse or harm
- Mandatory reporting
- Safety and crisis planning

Your safety comes first



You have the right to:

- Be safe from harm
- Be free from abuse and neglect
- Be treated with dignity
- Receive safe supports

Safety is always the priority.

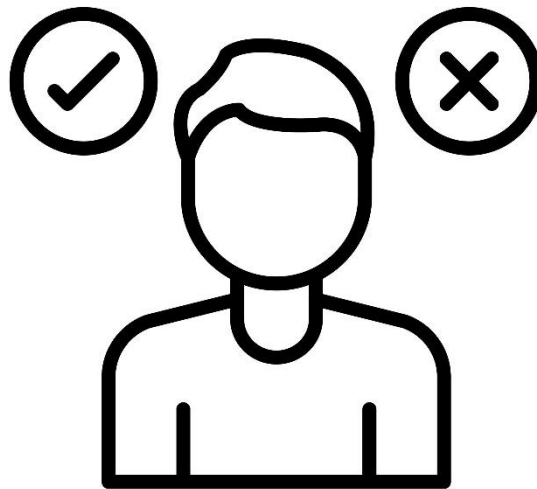
Duty of care (our responsibility)

Duty of care means we must:

- Protect you from harm
- Provide safe supports
- Respond to risks
- Act when safety concerns arise
- Escalate emergencies
- Keep records

Duty of care applies at all times during support.

Dignity of risk (your right to choose)



You have the right to:

- Make your own choices
- Try new things
- Take reasonable risks
- Learn from experience

We balance:

Your safety + your independence

We will:

- Talk about risks with you
- Help reduce harm
- Respect your choices

Identifying risks

Risks may include:

Personal risks

- Mental health changes
- Distress or crisis
- Communication challenges
- Trauma history

Environmental risks

- Unsafe home
- Aggressive behaviour nearby
- Unsafe community locations

Relationship risks

- Abuse
- Exploitation
- Bullying

Support risks

- Lack of supports
- System barriers

All risks are recorded and reviewed.

Safeguarding (protecting participants)



**TRAUMA-INFORMED
CARE**

We protect participants by:

- Using trauma-informed support
- Maintaining safe boundaries
- Checking environments
- Planning for safety
- Supporting crisis response
- Referring to other services if needed
- Recording concerns

Responding to abuse, neglect or harm

If harm is suspected or disclosed, we will:

1. Ensure safety
2. Listen and believe you
3. Stay calm
4. Record facts
5. Report if required
6. Support you
7. Update safety plan

Reports may be made to:

- NDIS Commission
- Police
- Child protection (for children)
- Emergency services

Mandatory reporting

Some situations must be reported by law.

This includes:

- Serious injury
- Abuse or neglect
- Sexual misconduct
- Criminal behaviour
- Risk to a child

We must report to appropriate authorities when required.

If a participant discloses harm

We will:

- Listen without judgment
- Not promise secrecy
- Explain duty of care
- Record clearly
- Report if required
- Support you emotionally

Safety planning

Safety plans may be used if someone is at risk.

A safety plan may include:

- Warning signs
- Coping strategies
- Support contacts
- Emergency contacts
- Steps to stay safe

Safety plans are optional but helpful.

Crisis response

A crisis may include:

- Severe distress
- Panic attack
- Unsafe situation
- Threat of harm
- Medical emergency

We will:

1. Stay calm
2. Ensure safety
3. Use supportive communication
4. Call emergency services if needed

5. Inform supports (with consent)
6. Record and follow up

External support services

We may contact:

- Emergency services (000)
- Mental Health Emergency Response Line
- Crisis services
- Advocacy services
- Support coordinators

This happens with consent unless safety requires urgent action.

Section 12 — Incident Management System

(How we respond when something goes wrong)

This section explains:

- What the incident system is
- How incidents are handled
- How we record and review incidents
- How we improve safety

What is the Incident Management System

The Incident Management System is how we:

- Respond to incidents quickly
- Keep people safe
- Record what happened
- Review and learn
- Improve services

What is an incident

An incident is any event that:

- Causes harm
- Could cause harm

- Affects safety or wellbeing
- Happens during support
- Impacts privacy or dignity

What the system includes

The system includes:

- Incident policy
- Incident response steps
- Incident report form
- Incident register
- Reportable incident process
- Continuous improvement

What happens when an incident occurs



Steps we follow:

1. Ensure safety first
2. Provide support
3. Call emergency services if needed
4. Record the incident
5. Inform participant and supports (when appropriate)
6. Review what happened

7. Reduce future risks
8. Follow up

Recording incidents

We record:

- What happened
- When and where
- Who was involved
- What actions were taken
- Risks identified
- Follow-up actions

Records are:

- Factual
- Accurate
- Secure

Reviewing incidents

After an incident we:

- Check what caused it
- Identify risks
- Improve safety
- Update support plan if needed
- Update risk register

Reportable incidents (NDIS rules)

Some incidents must be reported to the NDIS Commission.

These include:

- Death
- Serious injury
- Abuse or neglect
- Sexual misconduct
- Unlawful contact

We must:

- Act immediately

- Report within required timeframes
- Provide follow-up reports
- Cooperate with investigations

Supporting participants after an incident



We will:

- Check your safety
- Provide emotional support
- Review your needs
- Adjust supports if needed
- Follow up with you

Improving after incidents

Incidents help improve safety.

We:

- Learn from incidents
- Improve systems
- Update policies

- Reduce future risks

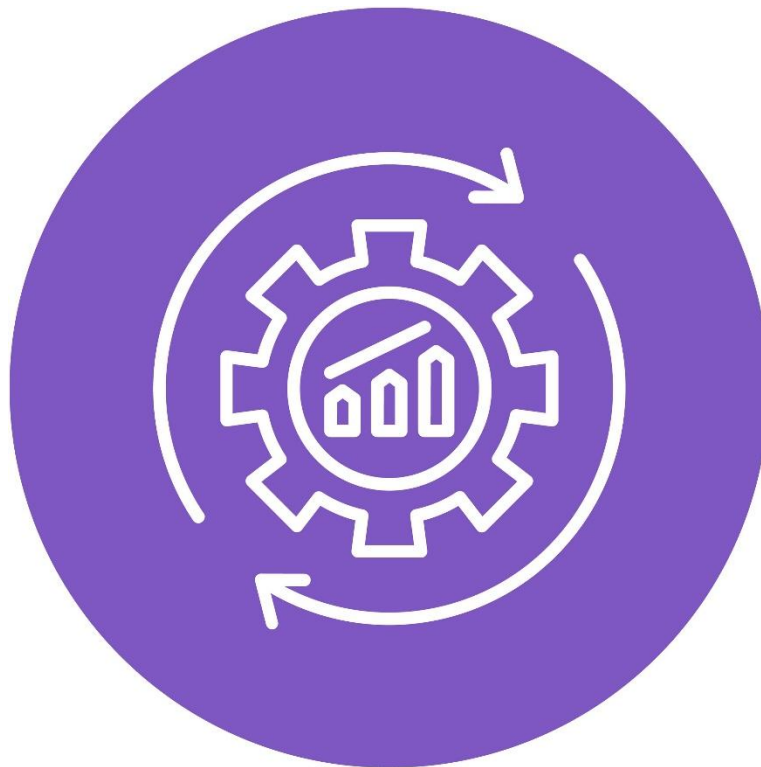
Section 13 — Continuous Improvement

(How we keep making services better)

This section explains:

- How we learn and improve
- How feedback helps
- How we check quality
- How we make services better over time

Our promise to improve



We always try to improve our services.

We learn from:

- Feedback
- Complaints
- Incidents
- Reviews
- Self-reflection

- Experience

How we improve

We follow simple steps:

1. **Listen** — feedback, concerns, ideas
2. **Plan** — decide what to improve
3. **Do** — make changes
4. **Check** — see if it worked
5. **Improve** — keep learning

This is called **continuous improvement**.

How feedback helps improvement



Your feedback helps us:

- Improve supports
- Fix problems
- Improve safety
- Improve communication
- Improve quality

All feedback is welcome.

How we check quality

We regularly review:

- Participant outcomes
- Safety and risks
- Complaints and incidents
- Records and documentation
- Service delivery
- Policies and procedures

Recording improvements

We record:

- What needs improvement
- What changes were made
- Results of changes
- Ongoing improvements

This helps us stay safe and effective.

Your role in improvement

You help improve services by:

- Giving feedback
- Sharing concerns
- Saying what works
- Saying what does not work

Your voice matters.

Section 14 and 15 — Cultural Safety, LGBTQIA+ Inclusion

(Respecting gender, identity and who you are)

This section explains:

- Respect for gender and identity
- Safe and inclusive support
- Your rights
- Support without discrimination

You have the right to feel respected



You have the right to:

- Be respected for who you are
- Feel culturally safe
- Be included
- Be treated fairly
- Feel accepted

Cultural safety

Cultural safety means:

- Your culture is respected
- Your identity is respected
- You feel safe being yourself
- You are not judged

We support:

- First Nations people
- People from different cultures (CALD)
- LGBTQIA+ people
- People with trauma
- People with psychosocial disability

Inclusive supports



We provide supports that:

- Respect your identity
- Avoid bias or assumptions
- Support inclusion
- Respect your beliefs and values
- Support family and community connections

Respectful communication

We:

- Listen carefully
- Use respectful language
- Adapt communication to your needs
- Use cultural understanding
- Seek cultural advice when needed

Your role

You can:

- Share your culture and identity
- Tell us what helps you feel safe
- Tell us what is important to you
- Involve family or community if you wish

Your identity matters.

You have the right to be yourself



You have the right to:

- Be respected for who you are
- Be safe expressing your identity
- Be treated equally
- Be free from discrimination
- Feel safe and accepted

Respect for gender and identity

We respect:

- Your gender identity
- Your pronouns
- Your relationships
- Your expression
- Your privacy

You can tell us how you want to be addressed.

Safe and inclusive supports



We ensure:

- No discrimination
- Respectful communication
- Safe environment
- Privacy and confidentiality
- Trauma-informed support

Your rights

You have the right to:

- Feel safe
- Be heard
- Be respected
- Choose your supports
- Complain if you feel unsafe or disrespected

We will respond respectfully and take concerns seriously.

If you feel unsafe or disrespected

You can:

- Speak to the provider
- Make a complaint
- Use an advocate
- Contact the NDIS Commission

Your safety and dignity matter.

Section 16 — Trauma-Informed Care

(Safe, respectful and supportive care)

This section explains:

- What trauma-informed care means
- Emotional safety and trust
- Choice and control

- Empowerment and support

What is trauma-informed care



Trauma-informed care means:

- Understanding some people have experienced trauma
- Providing safe and respectful support
- Avoiding harm or re-traumatisation
- Supporting emotional wellbeing

Emotional safety

You have the right to feel:

- Safe
- Calm
- Respected
- Heard
- Supported

We create safe environments by:

- Listening carefully
- Respecting boundaries

- Avoiding judgment
- Moving at your pace

Trust and transparency



Trust



We build trust by:

- Being honest
- Explaining clearly
- Keeping promises
- Respecting privacy
- Being consistent

Choice and control

You stay in control of your supports.

We:

- Support your decisions
- Provide information
- Respect your pace
- Respect your preferences

- Respect your boundaries

Empowerment



We support you to:

- Build confidence
- Build independence
- Develop skills
- Feel capable
- Feel respected

How we support people with trauma

We:

- Respect emotional needs
- Use calm communication
- Avoid pressure
- Provide safe structure
- Support coping strategies
- Refer to other services if needed

Your role

You can:

- Share what helps you feel safe
- Share triggers or sensitivities (if comfortable)
- Tell us when something feels unsafe
- Move at your own pace

Section 17 — Environmental Sustainability

(Caring for the environment and community)

This section explains:

- How we protect the environment
- Responsible and safe practices
- Reducing waste
- Respect for the community

Caring for the environment



Heart Wing Supports aims to:

- Protect the environment
- Reduce waste

- Use resources responsibly
- Support a healthy community

Reducing waste

We try to:

- Use less paper
- Use digital records where possible
- Reduce unnecessary printing
- Recycle when possible

Responsible practices

We aim to:

- Use energy responsibly
- Reduce unnecessary travel
- Use safe and sustainable practices
- Respect community and environment

Respect for community

We support:

- Clean and safe environments
- Respect for local communities
- Responsible behaviour
- Community wellbeing

Your role

You can help by:

- Respecting shared spaces
- Supporting recycling
- Using resources responsibly

Every small action helps.

Section 18 — Social Media and Communication

(Safe, respectful and professional communication)

This section explains:

- How we communicate safely
- Social media rules

- Protecting privacy online
 - Professional communication
-

Safe communication



Honest and Respectful Communication

We communicate in ways that are:

- Safe
- Respectful
- Clear
- Professional

We protect your privacy in all communication.

Communication methods

We may communicate using:

- Phone
- Email
- Text message
- Video call
- Written communication

You can choose how you prefer to communicate.

Protecting your privacy online



We ensure:

- No private information shared without consent
- Secure communication where possible
- Respect for confidentiality
- Limited sensitive information in messages

Social media boundaries

To keep supports safe:

- We do not form personal relationships online
- We do not share participant information
- We maintain professional boundaries
- We respect privacy

Professional communication

We will:

- Communicate respectfully
- Be clear and honest
- Respond appropriately
- Maintain boundaries

If communication ever feels unsafe, you can speak up or make a complaint.

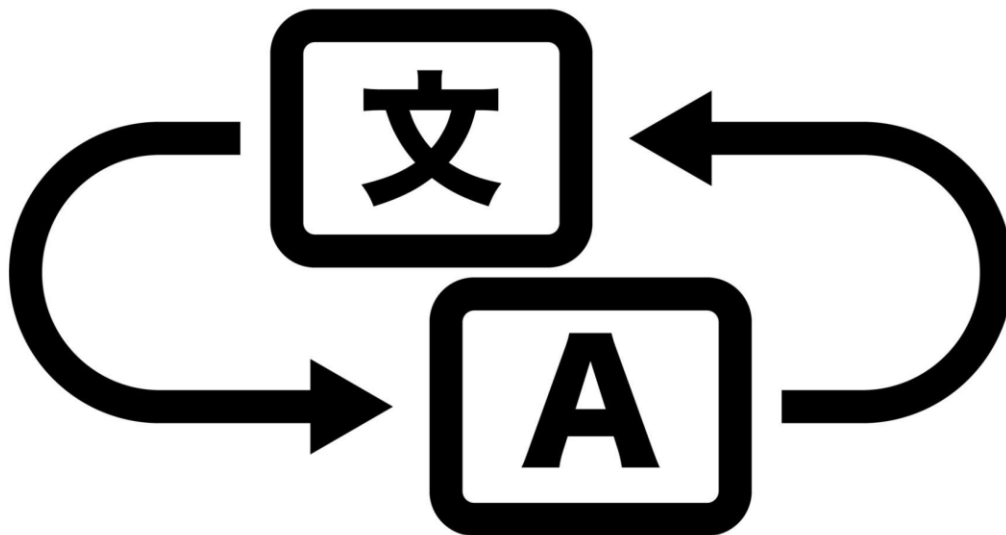
Section 19 — Working With Interpreters

(Support for clear communication)

This section explains:

- When interpreters are used
- How interpreters help
- Your rights when using an interpreter

When an interpreter may be used



An interpreter may be used if:

- You prefer another language
- Communication is difficult
- You want clearer understanding
- You request one

Interpreters help make communication easier.

How interpreters help

Interpreters:

- Translate spoken language
- Help both people understand each other
- Support clear communication
- Help you express your needs

Your rights when using an interpreter

You have the right to:

- Ask for an interpreter
- Use your preferred language
- Feel respected
- Have privacy and confidentiality
- Understand information clearly

Privacy and confidentiality

Interpreters must:

- Respect your privacy
- Keep information confidential
- Translate accurately
- Remain professional

Your choice

You can:

- Accept or refuse an interpreter
- Choose your preferred language
- Ask questions anytime
- Ask for clarification

Communication should always work for you.

Section 20 — Domestic and Family Violence Support

(Safety, protection and getting help)

This section explains:

- What domestic and family violence is
- How we support your safety
- Getting help
- Safety planning

Your safety comes first





You have the right to:

- Be safe
- Feel safe
- Be protected
- Be supported

If you are in danger, call **000** immediately.

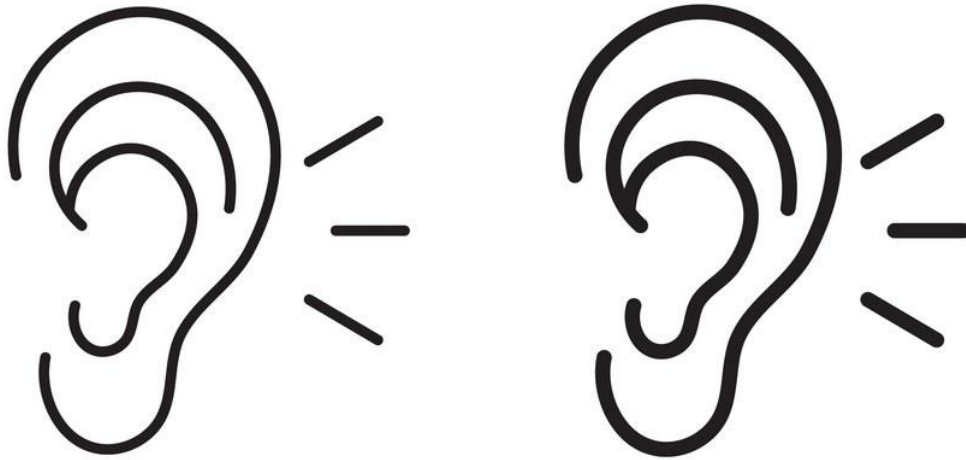
What is domestic or family violence

Domestic or family violence may include:

- Physical harm
- Emotional harm
- Threats or fear
- Controlling behaviour
- Financial control
- Coercion or intimidation

Violence is **never your fault**.

How we support you



We can:

- Listen without judgment
- Help you feel safe
- Support safety planning
- Help connect you with services
- Support crisis response
- Respect your choices

Safety planning

A safety plan may include:

- Warning signs
- Safe places
- Emergency contacts
- Support services
- Steps to stay safe

Safety planning is your choice.

Getting help

Support services may include:

- Emergency services — **000**
- Crisis support services
- Domestic violence services
- Advocacy services
- Support coordinators

We can help you contact services if you want.

Confidentiality and reporting

We respect your privacy.

However, we may need to report if:

- There is serious danger
- A child is at risk
- Law requires reporting

We will explain whenever possible.

You are not alone

You can:

- Ask for help anytime
- Speak safely
- Use an advocate
- Move at your pace

Your safety and wellbeing matter.

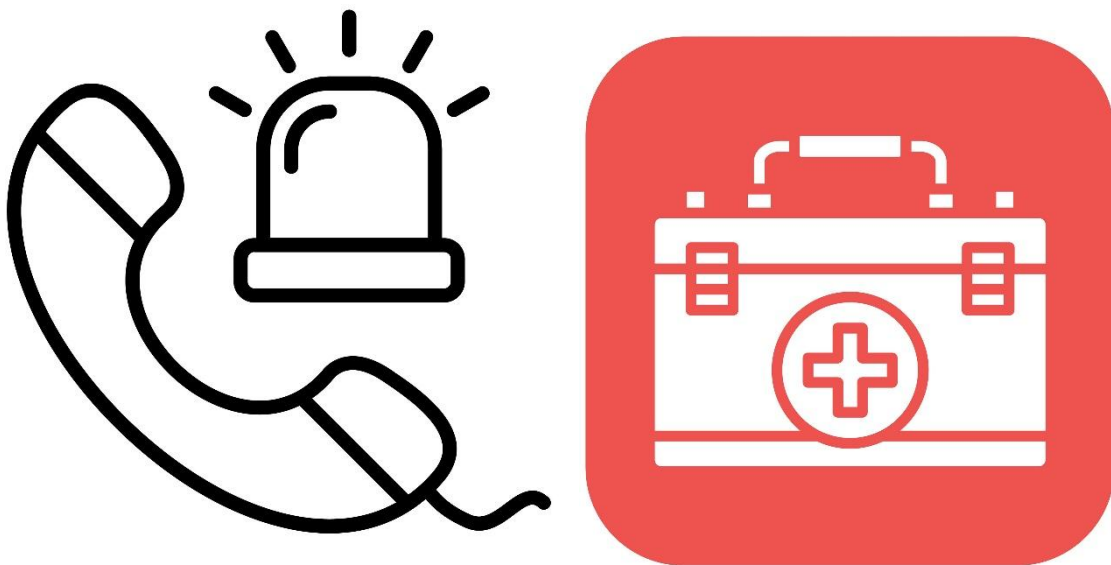
Section 21 — Emergency and Disaster Management

(Staying safe in emergencies and disasters)

This section explains:

- What to do in an emergency
- Disaster situations
- How we keep you safe
- How supports continue during disruptions

Emergencies



An emergency may include:

- Medical emergency
- Fire
- Serious injury
- Threat of harm
- Mental health crisis
- Missing person

In an emergency:

1. Ensure safety
2. Call **000** if needed
3. Follow emergency instructions

4. Provide support
5. Record the incident

Disaster situations



A disaster may include:

- Fire
- Flood
- Storm
- Natural disaster
- Major disruption

During disasters we:

- Prioritise safety
- Follow emergency guidance
- Communicate clearly
- Support safe decisions

Communication during emergencies

We will:

- Contact you if safe
- Provide updates
- Adjust supports if needed
- Keep communication clear

Continuity of supports

Sometimes supports may be disrupted by:

- Illness
- Emergency
- Disaster
- Technology failure

We will:

- Tell you as early as possible
- Reschedule supports
- Provide referrals if needed
- Prioritise vulnerable participants
- Restore supports when safe

Emergency contacts

Emergency support may include:

- Emergency services — **000**
- Crisis services
- Mental Health Emergency Response Line
- Support coordinators
- Advocacy services

Document Control

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