



The  
Courageous  
Dinosaur  
& Me  
Participant  
Handbook

The Courageous Dinosaur & Me has a philosophy of empowerment, nurturing, understanding and support. We at The Courageous Dinosaur & Me, believe that every person has the right to an exciting and fulfilling future. We endeavour to help people create a stable and productive foundation on which they may realise and believe in their potential.

*Dream, believe, have courage.*



*The Courageous Dinosaur & Me*

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At The Courageous Dinosaur & Me we have a person-centred approach. That means we:

- support the person, at the 'centre of the service', to be involved in making decisions about their life
- take into account each person's life experience, age, gender, culture, heritage, language, beliefs and identity
- provide flexible services and support to suit the person's wishes and priorities
- are strengths based, where people are acknowledged as the experts in their life with a focus on what they can do first, and any help they need second
- include the person's support networks as partners.

The Courageous Dinosaur & Me works from a strengths-based, trauma-informed approach to interventions, by implementing and delivering the following therapeutic practices to provide our clients with holistic care:

- Neurosequential Model of Therapeutics (NMT)
- Neurosequential Model in Education (NME)
- Positive Behaviour Support Plans
- AUSLAN Interpreting
- AUSLAN classes and choir
- Trauma-focused interventions
- Maslow's Hierarchy of Needs
- Window of Tolerance
- Lego Therapy
- Social and Emotional Learning
- Life Skills

The Courageous Dinosaur & Me are a mobile service, as many of our clients find it hard to travel or prefer to access their service at home or at school. Travel within the Rockhampton area is not charged however those services outside the Rockhampton area are charged as per the latest NDIS price guide recommendations.

For more information call [0448 815 279](tel:0448815279) or email [thecourageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com)

At The Courageous Dinosaur & Me everyone can be expected to be:

- treated with respect regardless of gender, race, culture, or beliefs
- listened to, heard, and seen
- supported
- encouraged to participate
- challenged

As a participant you have the right to:

- have your family, friends and support network involved as little or as much as you would like
- transparent and open communication
- give feedback or suggestions
- access to our policies and procedures

Staff members have the right to:

- transparent and open communication
- give feedback or suggestions
- access to our policies and procedures
- a supportive work environment
- position and role descriptions
- access relevant professional development

## About the NDIS

The National Disability Insurance Scheme (NDIS) supports people with a permanent and significant disability to make their own choices of supports they wish to receive. The Courageous Dinosaur & Me is a registered provider.

If you have an NDIS plan, we can work with you and your support network to help you realise your goals.

You can also control the supports and services you purchase by self managing your NDIS plan. Watch this [animation](#) or download the [Self Management Guide](#) to assist you in managing your own NDIS plan.

For more information on the NDIS, see [www.ndis.gov.au](http://www.ndis.gov.au)

For more information, call [0448 815 279](tel:0448815279) or email [thecourageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com)

At The Courageous Dinosaur & Me we follow the National Disability Insurance Scheme Policies and Procedures relevant to our services:

- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Code of Conduct) Rules 2018 [F2018L00629]
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 [F2020C01088]
- National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018 [F2020C01087]
- National Disability Insurance Scheme NDIS (Quality and Safeguards Commission and Other Measures) Transitional Rules 2018 [F2020C01102]
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 [F2018L00633]
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 [F2018L00634]
- National Disability Insurance Scheme (Provider Definition) Rule 2018 [F2018L00628]
- National Disability Insurance Scheme (Protection and Disclosure of Information - Commissioner) Rules 2018 [F2018L00635]
- National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018 [F2020C01138]

## National Disability Insurance Scheme (Quality and Safeguards Commission) Rules

Rules Directly Affecting Providers	
1	<p><b>NDIS Code of Conduct and Guidelines for NDIS providers and workers</b></p> <ul style="list-style-type: none"> <li>• Sets out the NDIS Code of Conduct which applies to all NDIS providers and persons employed or otherwise engaged by them, regardless of whether they are registered.</li> <li>• Guidance will be circulated which will explain the expectations of NDIS providers and workers in complying with the NDIS Code of Conduct.</li> </ul>
2	<p><b>Incident Management and Reportable Incidents</b></p> <ul style="list-style-type: none"> <li>• Requires all registered NDIS providers to manage certain incidents that happen in connection with providing supports or services to people with disability.</li> <li>• Sets out the decisions and actions the NDIS Commission can take in relation to a reportable incident, including requiring the provider to undertake specified remedial action, carry out an internal investigation about the incident, or engage an independent expert to investigate and report on the incident.</li> </ul>
3	<p><b>Complaints Management and Resolution</b></p> <ul style="list-style-type: none"> <li>• Provides for decisions and actions the NDIS Commission can take in responding to a complaint about any issue connected with supports or services provided by an NDIS provider.</li> <li>• Requires all registered NDIS providers to manage complaints they receive about the supports and services they provide.</li> <li>• Providers must make information available about how to make a complaint to the provider and to the NDIS Commissioner, and must keep records about complaints that they receive.</li> </ul>
4	<p><b>Worker Screening</b></p> <ul style="list-style-type: none"> <li>• Requires all registered NDIS providers to only engage workers in certain roles if they have an NDIS Worker Screening Check clearance, and to manage requirements surrounding the NDIS Worker Screening Check.</li> <li>• Requires NDIS providers to not allow workers to commence employment in certain roles in some jurisdictions until an appropriate clearance for that worker is in place.</li> <li>• Sets out special arrangements and exceptions in New South Wales, South Australia, Victoria, Queensland, Tasmania, Australian Capital Territory and Northern Territory for screening workers during the transition to the new national NDIS Worker Screening arrangements.</li> </ul>
5	<p><b>Behaviour Support and Restrictive Practices</b></p> <ul style="list-style-type: none"> <li>• Outlines reporting and oversight arrangements to reduce and eliminate the use of restrictive practices in the NDIS.</li> <li>• Sets out the conditions of registration for providers delivering specialist behaviour support and providers who use restrictive practices in the course of delivering NDIS supports and transition arrangements for transitioning providers.</li> <li>• Requires providers to comply with any state and territory authorisation arrangements in relation to the use of restrictive practices.</li> </ul>
6	<p><b>Provider Registration and NDIS Practice Standards, Quality Indicators</b></p> <ul style="list-style-type: none"> <li>• States which NDIS providers must be registered.</li> <li>• Outlines the suitability requirements for providers and key personnel to become registered.</li> <li>• Requires providers to notify the NDIS Commission of material changes.</li> <li>• Incorporates the NDIS Practice Standards, which establish the national standards and expectations of registered NDIS providers relevant to the supports or services provided.</li> <li>• Provides for the publication of an NDIS Register to include details about a provider's registration and relevant compliance action.</li> <li>• Sets out the criteria by which NDIS providers demonstrate compliance with the NDIS Practice Standards.</li> </ul>
7	<p><b>Protection and Disclosure of Information</b></p> <ul style="list-style-type: none"> <li>• Prescribes rules and guidance in relation to the NDIS Commissioner's disclosure powers</li> <li>• Prescribes state and territory laws that may mean that a person is not required to give information or evidence or produce a document, despite a requirement from the NDIS Commissioner.</li> </ul>
8	<p><b>Provider Definition</b></p> <ul style="list-style-type: none"> <li>• Defines an NDIS provider to include a person or entity who is providing supports or services to older people with disability who are receiving continuity of support under the Commonwealth Continuity of Support Programme relating to Specialist Disability Services for Older People.</li> </ul>



## Referral & Intake

We have a centralised email and phone number to make referrals to our service quick and easy.

When you contact us we can assist with:

- Referral enquiries/process
- Availability and wait times
- Questions about your NDIS Plan

Fill in and send us the [referral form](#) at [thecourageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com)

For more information or to find out how we can assist, please call [0448 815 279](tel:0448815279) or email [the courageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com)

## Fee Structure

We are a registered provider on the National Disability Insurance Scheme (NDIS). We can claim directly on the NDIS portal if that suits you best, or invoice directly if you are Self-Managed or Plan Managed.

## Quote & Invoice

We can provide a professional quote for our services, and will ensure that we invoice appropriately.

## Fees

Our prices are in line with current NDIS price guide recommendations.

For more information or to find out how we can assist, please call [0448 815 279](tel:0448815279) or email [thecourageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com)

## Support Coordination

There are three levels of support coordination that can be included in your plan:

1. **Support connection** – This support is to assist you to build your ability to connect with informal, community and funded supports which will enable you to get the most out of your plan and achieve your goals.
2. **Support coordination** – coordination of supports: This support is to assist you to build the skills you need to understand, implement and engage with your plan. A support coordinator will work with you to ensure a range of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently and become a part of your community.
3. **Specialist support coordination** – This is a higher level of support coordination. It is for people whose situations are more complex and who need specialist support. A specialist Support Coordinator will assist you to manage challenges in your support environment and ensure consistency of service delivery. (We do not currently offer this service at The Courageous Dinosaur & Me)

For more information or to find out how we can assist, please call **0448 815 279** or email [thecourageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com)

[NDIS Participants | NDIS Quality and Safeguards Commission](#)  
([ndiscommission.gov.au](http://ndiscommission.gov.au))

## Positive Behaviour Support

Our services are delivered within the ethical guidelines of their respective National Registration frameworks. The Courageous Dinosaur & Me team use an evidence based Person Centred Approach at all times.

Positive Behaviour Support is:

- An evidence based approach that is educational, proactive and respectful
- Key to improve the quality of life of person who exhibits challenging behaviour
- Based on individual assessment and observation and aims to understand the reasons why a person displays a behaviour of concern (by using a functional assessment)
- Individual goals which are achieved by:
  - identifying the triggers and developing strategies to avoid these
  - teaching new skills and coping strategies
  - changing the environment to encourage appropriate behaviours
  - training and monitoring staff delivery
- PBS keeps the person and those around them safe (if proactive strategies are not working in an instance then focussed responsive strategies can be used if required)
- PBS uses a modern and ethical approach which avoids the use of punishment and / or aversive practice

The Positive Behaviour Support Plan (PBSP) is a document or series of linked documents that outline strategies designed to deliver a level of behaviour support appropriate to the needs of a customer.

For more information or to find out how we can assist, please call **0448 815 279** or email [thecourageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com)

## Positive Behaviour Support Therapy

At The Courageous Dinosaur & Me we are able to provide a specialist approach in assessment, reporting, training and support with any behaviours of concern. We work with participants of all ages.

As an NDIS Registered Provider we can provide this service within current NDIS plans or we can quote, as required.

- Behaviour Support packages are tailored to the individual's needs and budget, and may include some or all of the below:
- Referral and review of older relevant reports
- Assessment Phase resulting in a suitable Functional Assessment (will require observations, interviews, access to monitoring forms, incident reports, access to current data and other appropriate assessments)
- Comprehensive Assessment report – if required
- Positive Behaviour Support Plan (PBSP) with Functional Assessments and evidence based proactive and responsive strategies
- Practice protocols are included (authorisation of these are the responsibility of the Implementing Provider)
- Consent from key decision maker(s)
- Ongoing training to family/carers/workers/teachers
- Ongoing Monitoring and Review of strategies
- Progress Report for NDIS with recommendations for the next review.

All Behaviour Support will require a portion of non-direct face to face time, as there is a requirement to read, prepare, analyse and review reports and assessments.

Good Behaviour Support will include training, monitoring and review of strategies and requires time. Please try and allow a minimum of 6 months or longer if you can.

## Regulated Restrictive Practice

A Regulated Restrictive Practice is any practice that results in any form of restriction on the freedom of movement or rights of a person with disability and where the specific purpose of those interventions and strategies is to protect the person or others from harm.

We are able to develop protocols for a Regulated Restrictive Practice when they have been included in a comprehensive Behaviour Support Plan and only when it is seen as necessary to ensure the person can be supported safely. Monitoring on the use of restrictive practices is an essential part of the NDIS model.

We are committed to the reduction or elimination of restrictive practices and follow a model of least restrictive practice possible with an aim to fade out whenever possible. We follow the Australian Government's – National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Sector. [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

[NDIS Participants | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](http://www.ndiscommission.gov.au)

## Our Privacy Policy

### We respect your privacy

The Courageous Dinosaur & Me (ABN 20 926 055 360) respects your privacy and is committed to safeguarding the privacy of our customers, website and social media users. We adhere to the Australian Privacy Principles contained within the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.

'Personal information' is information we hold which is identifiable as being about you.

### Collection of personal information

The Courageous Dinosaur & Me will, from time to time, receive and store personal information you enter onto our website and other associated digital and social media provided to us directly or given to us in other forms.

You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process requests. We may collect additional information at times, including but not limited to, when you provide feedback, when you provide information about your personal and/or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with customer support.

Additionally, we may also collect any other information you provide while interacting with us.

### How we will collect your personal information

The Courageous Dinosaur & Me collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this privacy policy.

### Use of your personal information

The Courageous Dinosaur & Me may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

The Courageous Dinosaur & Me may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail.

### Disclosure of your personal information

We may disclose your personal information to any of our employees, offices, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably

necessary for the purpose set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

We may from time to time need to disclose personal information to comply with a legal requirement, such as law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Southern Cross Support Services, [www.scss.org.au](http://www.scss.org.au), its customers or third parties.

Information that we collect may from time to time to be stored, processed in or transferred between parties located in countries outside of Australia.

If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this policy. Where we disclose your personal information to third parties, we will request that the third party follow this policy regarding handling your personal information.

### **Security of your personal information**

The Courageous Dinosaur & Me is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you the personal information that we collect will not be disclosed in a manner that is consistent with Privacy Policy.

### **Access to your personal information**

You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete irrelevant or misleading, please email us as [thecourageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com)

### Complaints about privacy

If you have any complaints about our privacy practices, please feel free to email details of your complaints to [thecourageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com). We take complaints very seriously and will respond soon after receiving written notice of your complaint.

### Changes to Privacy Policy

Please be aware that we may change this Privacy Policy in the future. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website. Please check back from time to time to review our Privacy Policy.



## Personal Information

You have a right to access your personal information. Here is how you can do it:

- You can ask your support worker for help
- You need to complete a form that asks for access to your records and we can help you complete

This form is called a 'Request to access amend personal information' form.

There may be some information we are not able to give to you but we will make sure that we explain this at the time. Sometimes we may have to ask someone else (like a guardian) for approval about what information we can give you. Sometimes it may take us a little while to get the information together that you would like to see – we will let you know how long this might take. We are able to help you work through this information if you wish, or we can help you find someone else to have a look at it with you.

### Privacy is Important

The Courageous Dinosaur & Me always values the privacy of personal information. That's why we've put together this statement. It explains how we collect, hold, use and disclose your personal information and who we share it with. The Courageous Dinosaur & Me will be bound by the Privacy Act 1988.

This statement is your assurance that we never take your privacy for granted and always take the utmost care in protecting your information. The Courageous Dinosaur & Me will:

- Manage personal information in accordance with the law and in an open and transparent way
- Not collect personal information without a person's consent or be unreasonably intrusive
- Not use or disclose an individual's information for the purpose of direct marketing without their consent
- Endeavour to ensure all personal information that is collected is accurate, up-to-date and complete
- Put security measures in place to protect personal and sensitive information from misuse and
- unauthorised access
- Dispose of personal and sensitive information in accordance with legal and funding body requirements

## Why do we collect personal information?

Personal and sensitive information collected by The Courageous Dinosaur & Me is only used for the purposes that are directly related to the functions of activities of the organisation. The Courageous Dinosaur & Me only collects personal and sensitive information:

- Which is necessary for the lawful provision of services to Clients in accordance with The Courageous Dinosaur & Me policies
- Which is given voluntarily and with consent; and
- Which will be stored securely

## When collecting personal information, we will explain to you:

- The purpose for collecting information
- How the information will be used
- To whom (if anyone) information may be disclosed/shared with and under what circumstances information will be disclosed/ shared
- Limits to privacy of personal information
- How an individual and/or their legal guardian can make a complaint about the use of their personal information?

## Use and disclosure of personal information?

The Courageous Dinosaur & Me only uses personal information for the purposes for which permission was given, or for the purposes that are directly related to one of the functions or activities of the organisation.

The Courageous Dinosaur & Me will not disclose personal information without consent except for instances where there is an overriding duty to disclose otherwise confidential information, for example:

- To comply with the laws of the Commonwealth, State or Territory or when compelled by a court;
- To comply with a subpoena or summons;
- To protect a child where there are reasonable grounds to believe the child is being harmed or is at risk of harm;
- To prevent or lessen an act of violence or any threat to a person's life, health or property

## Complaints

### What is a complaint?

A complaint is telling someone you are not happy with something about your service.

When you make a complaint to The Courageous Dinosaur & Me, we will work with you to try and fix the problem and improve our service.

It is important you know we will action complaints in a fair and agreeable manner. If you do make a complaint, we will treat your complaint confidentially and treat you with dignity and respect. We will not pass on information without your consent or unless we are required by law.

It's ok to complain about a service if you have a problem with them.

### What can you complain about?

- You feel frightened, unsafe, or concerned about the supports you receive.
- You think your service or support worker is not treating you fairly or they are not listening, being rude or mean to you.
- You have other problems with the support worker or service.
- Someone speaks about your private information without asking you if it is ok.

Most problems will be able to be fixed by us with your help. We can do this by:

- Understanding what made you unhappy.
- Giving you information about why something happened.
- Change the way we provide our service.

### How you can make a complaint:

- Contact us and talk to us: we will ask what made you unhappy, why it made you unhappy and how do you think it could be fixed?
- If talking doesn't work you could fill in a Complaint form or write an email or letter

We will deal with your complaint as soon as we can and we will contact you to let you know what is happening after we receive your complaint. You can call us anytime during this process.

### Contact us anytime:

Phone: 0448 815 279

Email: [thecourageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com)

Mail: 168 William Street, Rockhampton City QLD 4700

If you are not happy with the outcome of your complaint you can contact an external agency:

- Department of Communities Child Safety and Disability Services  
1800 080 464
- Queensland Ombudsman  
1800 068 908
- Disability Discrimination Commissioner  
1800 620 241
- Office of the Adult Guardian  
1300 653 187
- Queensland Police Service  
131 444
- NDIS Quality and Safeguards Commission  
1800 035 544

Interpreting Services:

Hearing and speech loss:

TTY: 1800 555 677

Speak and Listen: 1800 555 727

Internet relay: [National Relay Service website](#)

Assistance with English:

TIS National 131 450

## Incident Management

The incident management system of *The Courageous Dinosaur & Me* covers incidents that consist of acts, omissions, events or circumstances that:

- (a) occur in connection with providing supports or services to a person with disability; and
- (b) have, or could have, caused harm to the person with disability.

It also covers incidents that consist of acts by a person with disability that:

- (a) occur in connection with providing supports or services to the person with disability; and
- (b) have caused serious harm, or a risk of serious harm, to another person.

and covers reportable incidents that are alleged to have occurred in connection with providing supports or services to a person with disability.

**Incidents referred to are:**

- (a) incidents that have, or could have, caused harm to a person with disability receiving supports or services; and
- (b) acts by a person with disability that happen in connection with the provision of supports or services and that have caused serious harm, or a risk of serious harm, to another person; and
- (c) reportable incidents that are alleged to have occurred in connection with the provision of supports or services.

**A reportable incident is:**

- (a) the death of a person with disability; or
- (b) serious injury of a person with disability; or
- (c) abuse or neglect of a person with disability; or
- (d) unlawful sexual or physical contact with, or assault of, a person with disability; or
- (e) sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity; or
- (f) the use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person.

## Procedures

If an incident occurs the following steps should be taken:

- Call DDD if there is an emergency, then contact supervisor for support
- If there is no immediate danger or threat contact supervisor for support
- When formally reporting the incident: Time, date, place, persons involved, support person, to be recorded on the appropriate incident form if these are unknown then the time and date the incident was first identified
- If a regulated restrictive practice has been used without the appropriate plans the nominated reporter will follow protocol to report to the Commissioner within the appropriate times (24 hours for a serious incident, within 5 days for a non-serious incident)
- A debrief of the situation will occur within 24-48 hours with all involved (support worker and participant). Advocates for the participant will be available.
- The debrief will cover: incident management, prevention, resolution, actions to be taken to prevent incident from occurring again or to minimise impact
- All involved will be treated with dignity, fairly and equitably
- A written copy of all reports will be distributed to appropriate personnel inc the participant, advocates/family/carers

## Record keeping

Documentation of all reported incidents will be kept in a suitable storage system for 5 years

[NDIS Participants | NDIS Quality and Safeguards Commission  
\(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au)

## Risk Management Policy

Our organisation is dedicated to the provision of a safe and healthy workplace and have adopted the following risk management practices to assist in this regard.

### Prevention of Incidents

#### Identification of Potential Hazards

If a potential health or safety problem is identified the issue will be reported directly to the Owner who will investigate the issue and determine the action that is needed to resolve the issue: organise corrective action and give feedback to reporter.

Workplace inspections using specific and general inspection checklists as appropriate 6-12 months and any hazards noted will be corrected within a fortnight or at the earliest convenience. Hazards that are an immediate danger to workers and/or participants will be correctly identified, and corrective action will be booked immediately.

#### Client assessments

All clients referred to the service will undergo an initial assessment to identify any risks and then annually or as required.

#### Home Inspections

A home inspection will be undertaken prior to the provision of in-home support to identify any potential hazards by the service manager and will be repeated yearly or as required.

#### Risk Assessments

Where a hazard is identified for any activity undertaken and control measures are not readily identified a risk assessment must be completed to determine the frequency of injury or disease that could result, the duration of exposure to injury or disease sources and the likely severity of injury or illness. It may be necessary to break the activity into a series of parts and assess each part separately. Risk assessments will be documented on a risk assessment form.

Once the risk is identified control measures should be taken to reduce the hazard and risk from the activity. A hierarchy or preferred order of control measures ranging from most effective to least effective should be considered.

Activities for which a risk assessment will be undertaken include:

- Community outings
- Special events such as fun days and fund raising events
- Use of hazardous plant/equipment e.g. lawn mower, hoists
- Hazardous manual tasks

Further information:

If you would like any other information please let us know. We look forward to our journey and adventures together. Thank you for considering us as your Service Provider.

Kellie Baldwin & Samantha Cranston

Email: [thecourageousdino@bigpond.com](mailto:thecourageousdino@bigpond.com)

Mobile: 0448 815 279