HANDBOOK

Participant Handbook

Information for participants, families, carers and advocates about our supports, your rights and how we work with you.

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Axis Supports Group Pty Ltd · ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R

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Section 1: Our organisation

Welcome to Axis Supports

Welcome to Axis Supports. This handbook explains the disability supports we provide, how they can help you work towards your goals, and how we partner with you to meet your support needs.

It also explains your rights, what you can expect from us, what we ask of you, and how to give feedback or make a complaint. Please keep it somewhere easy to find. If you would like any part of it explained, just ask us.

About us

Axis Supports Group Pty Ltd has supported people with disability since 2017. We are a registered NDIS provider (registration number 4-F0VH53R) and deliver supports across the ACT and NSW from our Canberra and Sydney offices.

Canberra office (head office)	Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911 admin@axissupports.com.au
Sydney office	Shop 1, 5 George Street, North Strathfield NSW 2137 adminnsw@axissupports.com.au
Phone (both offices)	1300 696 888
Website	axissupports.com.au
Outside business hours	Contact the on-call coordinator.
Emergency	Call 000 (police, fire or ambulance).

Your contact person

Your contact person is your Operations Manager or Coordinator. We will tell you who this is when you start with us. They are your first point of contact for questions about your supports, your roster, your service agreement or anything else.

Contact person	Your Operations Manager or Coordinator, through the office
Phone	1300 696 888
Email	Canberra: admin@axissupports.com.au Sydney: adminnsw@axissupports.com.au
Outside business hours	Contact the on-call coordinator.

In an emergency, call 000 first. When you are safe, let us know what happened.

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Our vision

Our vision is a community where every person with disability is valued, included and free to live the life they choose. We want to be a trusted partner for the people we support, known for respectful, safe and high-quality services that honour each person's culture, identity and beliefs.

Our mission

Our mission is to deliver person-centred supports that help each participant reach their goals and live as independently as they choose. We work in partnership with participants, their families and their communities. We respect each person's rights, privacy and choices, support people to have valued roles and real connections in their community, and keep improving what we do.

Our values

1. **Respect.** We treat every person with dignity and recognise their worth and contribution.
2. **Empowerment.** We support people to make their own choices, take control and pursue their goals.
3. **Compassion.** We work with empathy, understanding and a genuine wish to make a positive difference.
4. **Inclusion.** We embrace diversity and create welcoming, accepting environments for everyone.
5. **Integrity.** We act honestly, transparently and ethically in everything we do.
6. **Collaboration.** We work closely with participants, families, carers and community partners towards shared goals.
7. **Innovation.** We look for new and better ways to improve our services and the outcomes they achieve.
8. **Excellence.** We aim for the highest quality through continuous improvement, training and best practice.
9. **Advocacy.** We stand up for the rights, needs and interests of people with disability.
10. **Accountability.** We take responsibility for our actions and decisions, and we keep our promises.

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Organisation structure

This is a simplified view of how Axis Supports is organised. Our teams work across both offices.



Director	Leads Axis Supports and is responsible for governance, quality and safety.
General Manager	Manages day-to-day operations across both offices.
Operations Managers	Oversee supports in Canberra and Sydney. Your Operations Manager or Coordinator is usually your contact person.
Finance and Accounts	Statements, invoices and NDIS payment claims.
Scheduling	Rosters, matching workers to you, and changes to your supports.
People and Culture	Recruiting, screening and supporting our workers.
Business Development	New enquiries and referrals, and our community partnerships.
Clinical and Nursing	Clinical advice and worker training in clinical tasks, led by our RN Educator.
Support Coordination	Helps participants understand and use their NDIS plan and connect with providers.
Support Workers	Deliver your day-to-day supports.

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Our services

The NDIS Quality and Safeguards Commission (NDIS Commission) has registered us to deliver the supports below. Each type of support is called a registration group.

What we can help with	NDIS registration group
Personal care for people with complex or high support needs, from specially trained workers	0104 High Intensity Daily Personal Activities
Help to coordinate your supports and manage life changes and transitions, including support coordination	0106 Assistance in Coordinating or Managing Life Stages, Transitions and Supports
Help with everyday personal care, such as showering, dressing and eating	0107 Daily Personal Activities
Building skills for everyday life and independence, such as cooking, managing money and using public transport	0117 Development of Daily Living and Life Skills
Help around the home, such as cleaning, laundry and meal preparation	0120 Household Tasks
Support to take part in community, social, recreational and civic activities	0125 Participation in Community, Social and Civic Activities
Exercise physiology and personal training to improve your health and wellbeing	0126 Exercise Physiology and Personal Well-being Activities
Therapy supports from qualified allied health professionals	0128 Therapeutic Supports
Specialised support coordination for people with complex situations	0132 Specialised Support Coordination
Supported Independent Living (SIL): help with, and supervision of, daily tasks so you can live as independently as possible, usually in a shared home	0138 Supported Independent Living

The supports you can receive depend on what is funded in your NDIS plan. Ask us if you are not sure.

Access and entry requirements

To be eligible for the NDIS, you must:

- have a permanent and significant disability (or, for young children, a developmental delay) that means you usually need support from a person or equipment to do everyday activities
- be under 65 when you apply
- be an Australian citizen, or hold a permanent visa or a Protected Special Category Visa

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- live in Australia.

To check your eligibility or apply, contact the National Disability Insurance Agency (NDIA) on 1800 800 110 or visit ndis.gov.au.

To receive NDIS-funded supports from us, you must:

- be an NDIS participant
- have an NDIS plan that includes supports we are registered to provide
- have funds available in your plan to pay for those supports.

We also offer supports on a private, fee-for-service basis. Please contact us if you would like to pay the full fees yourself.

Words we use and what they mean

You or participant	The person receiving our supports. Where it applies, this includes your family, carer, nominee or advocate acting with your permission.
We, us and our	Axis Supports Group Pty Ltd (Axis Supports).
Worker	Anyone who works for or on behalf of Axis Supports, including our Director, managers, employees, contractors and volunteers.
Supports or services	The supports and activities we deliver under your service agreement and support plan.
Workplace or environment	Wherever we deliver supports, including your home, during transport, in the community, in public spaces and in other facilities.
Service agreement	The agreement between you and us that sets out your supports, their cost and our responsibilities to each other.
Support plan	The plan we develop with you that sets out your goals, needs, risks and how we will support you. It is different from your NDIS plan.
NDIS plan	Your plan from the NDIA, which sets out the supports the NDIS funds for you.
NDIA	The National Disability Insurance Agency, which runs the NDIS and approves NDIS plans and funding.
NDIS Commission	The NDIS Quality and Safeguards Commission, the independent agency that registers and regulates NDIS providers and handles complaints about them.
Advocate	A person you choose to help you speak up, make decisions and protect your rights.

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Section 2: Working with you

This section explains how we work with you, from your first meeting with us to any changes along the way.

Accessing services

The best way to find out about all the supports we offer is to talk to your contact person. You are entitled to clear information about our services so you can choose the ones that suit you best.

If we are not the right provider for a support you need, we will tell you and help you find a service that may suit you better.

Assessments and your support plan

You are at the centre of our services. We will work with you to learn about your strengths, preferences and goals, so we can design the right supports for you.

Please tell us what supports you need, and how and when you would like them delivered. This helps us meet your expectations and design supports that maintain and improve your lifestyle, while building your independence and your involvement in the community.

Your support plan is person-centred. It records your skills, strengths, goals and aspirations, and it is flexible, so it can change as your needs change. We develop it with you and, if you wish, your family, advocate and other professionals involved in your support.

How we develop your support plan

1. We arrange a time for your assessment by phone. You can invite your family or advocate to attend.
2. Assessments are done face to face, before your supports start. We will talk with you about any access or entry requirements.
3. At your first meeting we explain the assessment process, and how we collect, use, share and protect your personal information. We remind you that you can have an advocate.
4. If you have communication needs, we will arrange support, such as an interpreter, translated information, or support for vision or hearing impairment.
5. We explain that you can choose not to share personal information for government reporting, where this is optional.
6. We review the completed assessments. Your strengths and needs form the basis of planning your supports.
7. We develop your support plan together. It covers, where relevant:
    a. risks to you and your environment
    b. emergency and disaster planning
    c. mealtime support
    d. your health needs, including oral health and medication
    e. help to access vaccinations and similar health services.

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8. We explain your support plan and give you time to read it. Tell us whether it works for you or what needs to change.
9. When you are happy with your plan, we ask you to sign it and give you a copy.
10. Workers record information when they support you. This helps us check that your supports still meet your needs, interests and goals.
11. We review your support plan with you at least once a year, or sooner if your needs or circumstances change.

You can ask your worker about your support plan at any time. If they cannot answer your question, your contact person will get in touch with you.

Service agreement

When you choose Axis Supports, we will make a service agreement with you (and your family or advocate, if you wish). It sets out:

- the supports we will provide, when, and what they cost
- our responsibilities and your responsibilities
- your emergency and disaster plan
- our cancellation policy and the notice needed to change or end supports.

Re-negotiating your agreement

Your service agreement may need to change if your needs or circumstances change (for example, a new support worker or advocate), or if you want more, fewer or different supports. Your contact person will let you know if a change is needed and arrange an updated service agreement for you.

Charter of rights

We support you to understand and use your rights to achieve your goals. We do not discriminate when deciding who can use our services, or when providing supports.

Your rights

You have the right to:

- supports that promote, uphold and respect your legal and human rights
- make informed choices and have control over your supports, so you can be as independent as possible
- freedom of expression, self-determination and to make your own decisions
- supports that respect your culture, diversity, values and beliefs
- privacy and dignity
- supports that are free from violence, abuse, neglect, exploitation and discrimination
- well-managed supports, with good systems for managing risks and incidents
- workers who are competent, appropriately qualified and skilled in person-centred support

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- decide whether we share your information with other providers, including when you move between providers
- choose not to give information collected for government reporting, where this is optional
- have an advocate, and to give feedback or make a complaint without it affecting your supports.

Your responsibilities

We ask that you:

- respect the rights of workers, and help keep their workplace safe, healthy and free from harassment
- follow the terms of your service agreement
- understand that your supports may need to change if your needs change
- accept responsibility for your choices, including choices that involve risk
- tell us if you have a problem with your supports
- give us the information we need to plan, deliver and review your supports
- look after your health and wellbeing as much as you are able
- give us at least 24 hours' notice if you need to cancel a support. Short notice cancellations may be charged, as set out in your service agreement and the NDIS Pricing Arrangements and Price Limits
- remember that workers can only provide the hours and tasks in your service agreement
- take part in safety assessments of your home, and keep pets under control while workers are with you
- provide a smoke-free environment
- pay the agreed amount for the supports you receive
- tell us (in writing, if you can) and give the notice in your service agreement if you want to stop your supports.

Our responsibilities

Axis Supports will:

- provide supports that meet your needs, at your preferred times wherever possible
- regularly review your supports with you
- communicate openly, honestly and promptly
- treat you with courtesy and respect
- discuss with you all decisions about your supports and how they are provided
- listen to your feedback and complaints, and fix problems
- give you at least 24 hours' notice if we need to change a scheduled support. If a worker is suddenly unavailable or there is an emergency, we will tell you as soon as we can
- keep your personal information confidential
- respect your culture, community and other needs
- follow policies and procedures that keep you and others safe.

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Communicating with you

When you start with us, we will ask how you prefer to communicate. We can use written, spoken or translated information, and other methods that suit you. We record your preferences in your support plan so that all our workers communicate with you in the way you want.

If your preferences change, just let us know.

Interpreter services

If you would prefer to communicate in a language other than English, or in Auslan, we can arrange a qualified interpreter. We will only book an interpreter with your permission.

An interpreter can attend meetings with you. We will record your interpreter needs in your file. In an emergency or a crisis, we can arrange a telephone interpreter.

- Translating and Interpreting Service (TIS National): 131 450
- If you are deaf, or have a hearing or speech impairment, you can contact us through the National Relay Service (ask for 1300 696 888).

Family assistance

We encourage and support you to stay in contact with your family. With your permission, your family is welcome to contact us for information and support, and to take part in planning your supports.

We can help your family by:

- communicating in a way they understand
- giving them information about available services, including those offered by other organisations
- helping to build trust and respect between you, your family and our workers
- involving them in planning your supports
- creating opportunities to stay connected with you
- helping them access counselling, support and advocacy services
- making sure they can use our complaints process.

Your advocacy rights

An advocate is a person who listens to you, helps you make decisions about your life, and speaks up for you so that those decisions are acted on. An advocate makes sure your rights are respected and speaks out if your needs are not being met.

Your advocate can be anyone you know well and trust, such as a family member or friend, or a person from an independent advocacy service.

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Finding an independent advocate

- Disability Advocacy Finder: search on the Ask Izzy website, askizzy.org.au
- Disability Gateway: 1800 643 787, Monday to Friday, 8am to 8pm

We can also help you find an advocate.

Once you have chosen an advocate, we will ask you to complete an Authority to Act as an Advocate Form.

With your permission, we will:

- give your advocate the information they need to make sure we, and any other providers, act in your best interests
- work closely with your advocate and involve them in planning your supports
- make sure our workers understand your advocate's role
- invite your advocate to consultation meetings, person-centred planning meetings and reviews, and any other relevant meetings.

Your advocate can support you at any time, including at your first assessment, during interviews and reviews, during your supports, and when you give feedback or make a complaint. We encourage you to bring your advocate to your first assessment meeting so your voice is heard in planning.

Your advocate can raise problems or concerns with us at any time. If we do not resolve their concerns, we will explain our complaints process and give them the contact details of the agencies that oversee our services.

You can change your advocate at any time. Please tell us as soon as possible so we talk to the right person.

Consent

When you give consent, you give permission or say it is okay for something to happen. You should always understand why we are asking for your consent. If you are unsure, ask your contact person or your advocate for help.

You can withdraw your consent at any time. For example, if you join an activity and decide you do not like it, you can tell us you no longer want to take part.

We need your consent to:

- see information other providers hold about you, and share information about you with other providers, your family or your advocate
- collect information about you for funding bodies
- invite people to your person-centred planning meeting
- start any skill-building or behaviour support program with you
- help you see a doctor or dentist

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- provide your supports
- help you with your medication.

Your consent is usually recorded in your support plan. We will also ask you to sign a consent form before we release your personal information. We will always explain why we need to access or share your information.

If you find it hard to make some decisions, we can ask your family or advocate to help, with your agreement. If there is no one who can help you make decisions, we can help you apply for a guardian to be appointed.

What is a guardian?

A guardian is a person legally appointed to make certain decisions for you, such as decisions about where you live, your health care or your services. A guardian may be a family member or friend. If there is no suitable person, a public guardian can be appointed.

- **ACT:** the ACT Civil and Administrative Tribunal (ACAT) appoints guardians. The Public Trustee and Guardian (ACT) can be appointed if no other suitable person is available.
- **NSW:** the Guardianship Division of the NSW Civil and Administrative Tribunal (NCAT) appoints guardians. The NSW Public Guardian can be appointed as guardian.

Continuity of support

Our Scheduling team arranges your roster so you know who will support you and when. We will match you with workers who have the skills and knowledge you need. Wherever possible, we will meet your requests, for example a worker who speaks your language, shares your culture or meets other preferences.

We aim to send the same workers regularly, so you feel comfortable with them and your supports are consistent and predictable.

What happens if your worker is absent?

- We will find a suitably skilled and qualified replacement.
- Where possible, we will send a worker who has supported you before and knows your needs.
- Where possible, we will tell you who the replacement worker is before they arrive.
- The replacement worker will follow your support plan and your preferences.
- We will ask for your feedback on the replacement worker afterwards.
- We will never send a worker you have told us you do not want.

Budgets, statements and fees

Your NDIS plan funds your disability supports. You decide which supports you need, who provides them and where. Thank you for choosing Axis Supports as part of your support team.

We are open about our fees. Before your supports start, we will tell you:

- what we charge

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- how you can pay. Please never pay a worker directly
- your budget, meaning the amount of funding you can spend.

We will give you a statement of your fees when you start, and then a statement every month.

We will tell you at least two weeks before any change to our fees. Our prices also follow the NDIS Pricing Arrangements and Price Limits, which the NDIA reviews each year. When these change, your fees may change too.

If the NDIA manages your funding, we claim payment through the NDIS. If you have a plan manager or manage your own funding, we send invoices to your plan manager or to you.

Our workers cannot give you financial advice.

Money and property

Your money and property will only be used with you, and for the purposes you ask for.

If you need us to help with your money, you, your family or your advocate must agree to the arrangement and complete a Participant Money and Property Consent Form. Your service agreement and support plan will set out the help you need with your money and property.

If your support plan involves workers handling your money, they follow strict procedures to protect you from financial abuse. Workers cannot give you financial advice, or information other than what your support plan requires.

We ask you, your family or your advocate to sign your service agreement and support plan. If you choose not to sign, we will record your reasons.

We audit our money and property supports every year and will give you a copy of the report about your supports.

Gifts

You may sometimes like to give a gift to a worker. If you do, we prefer something the team can share, such as flowers, a cake or chocolates.

Please never offer or give money to a worker.

Authority to hold keys

If our workers need to hold your house key, or know a key safe or door code, to provide your supports, you and your contact person will complete an Authority to Hold Key Form. This can be done when you start with us or whenever the need arises.

When you no longer want us to hold your key or know your code, please complete a Withdrawal of Authority to Hold Key Form. Your contact person will help you.

Transport

At your first meeting, we will talk about your transport needs. Together we will work out the best transport options for you, and whether transport is part of your supports or an extra service.

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If transport is not part of your service agreement and you need it, contact us. We can add it to your supports or arrange it as an extra service.

Help with medication

Your contact person will talk with you about your medication and assess your medication needs. If there are concerns about whether you can manage your medication safely, we will complete a Self-Administration of Medication Assessment with you.

If you need help with your medication, all oral medications must be in a pharmacy-prepared multi-dose pack, such as a Webster-pak. Workers who help with medication are trained to do so, and only give medication as prescribed and as set out in your medication plan.

During your assessment, we will find out whether you have any difficulties taking medication and agree a medication plan with you.

Vaccinations

We can support you to get any vaccinations you ask for. We will make a plan with you, including how you will get to the vaccination and the support you need during and after it.

Infection management

Your wellbeing matters to us. All our workers are trained in infection prevention and control. They will take the steps needed to reduce the spread of infection, such as handwashing, using hand sanitiser, cleaning surfaces and wearing personal protective equipment (PPE) like masks, gloves or gowns.

Please help by keeping yourself and your home as clean as you can, and tell us if you or someone in your home is unwell.

Smoking

If you smoke or vape, please do not do so while our workers are with you. This helps us provide a safe, healthy workplace for our team.

Emergency and disaster planning

We will make an emergency and disaster plan with you and your support network. We will practise the plan with you before it is needed, and talk with you about any changes or improvements. If an emergency or disaster happens, we will adjust the plan to suit the situation.

Your emergency and disaster plan is attached to your service agreement.

Risk-taking and dignity of risk

You have the right to take part in lawful activities that involve some risk. This is called dignity of risk. We always assume you can make your own choices. When we talk about risk, we look at the activity, not at you.

If you want to do an activity that involves risk, we will talk with you about it and explain the options, so you can make an informed choice. For an activity with a serious risk, we may ask you to sign to say you

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understand and accept the risk.

We will complete an individual risk profile with you, and a risk assessment of your environment, including for activities away from your home.

Risk assessment

We assess risks when you first start with us, and then review them every year. We may review them sooner if anything changes, such as your:

- health
- living arrangements, for example someone moving in or out
- physical environment.

Your safety is at the centre of everything we do, and we will involve you in every risk assessment.

Work health and safety

Under the Work Health and Safety Act 2011 (ACT) and the Work Health and Safety Act 2011 (NSW), we must make sure our workers can support you in a healthy and safe environment. You can help by:

- telling workers about any unsafe conditions in your home
- taking part in safety assessments of your home
- arranging repairs of any hazards we identify
- keeping pets under control while workers are with you
- providing a smoke-free environment
- treating workers with dignity and respect, and keeping the workplace free of racial, sexual, physical and emotional abuse
- telling workers if you are unwell, or cannot do things the way you usually do
- telling us if your doctor diagnoses you with a short-term infectious illness
- providing safe, non-toxic cleaning products and well-maintained cleaning equipment
- making sure your mobility equipment, and other items you need to live independently, are available and well maintained.

We will do a safety check at your first service and talk with you about any risks we find. We will keep reviewing safety with you while we support you.

Harm and risk of harm

You have the right to feel safe, and to be protected from assault, abuse, neglect, exploitation and any other harm. We follow the National Principles for Child Safe Organisations and the child safe standards in the ACT and NSW (see Section 4). We give our Child and Young People Handbook to all participants under 18.

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Speaking up

Anyone who sees or suspects abuse of a participant should report it, and can do so without fear of payback. This includes any kind of harm: physical, sexual, emotional, psychological, financial or social abuse, and neglect.

You can tell whoever you feel safe with. This may be a worker, your Operations Manager, a family member, your advocate or a trusted friend.

We take every report seriously. We report to police where a crime may have happened, notify the NDIS Commission of reportable incidents, and work with other authorities as required.

The NDIS law protects people who report concerns about NDIS providers and workers. Changes passed in 2026 strengthen these protections, including for participants and former workers, and you do not need to give your name.

Preventing and responding to harm

Prevention is the best protection. We screen and train our workers so they respect participants' rights and understand the law and our policies on abuse and neglect, and we identify and manage risks. Workers can help you, your family or your advocate to raise a concern or make a complaint.

If abuse, harm or neglect happens, we will act quickly to protect you from further harm, and help you get any counselling, medical or legal help you need. When you report abuse, neglect, violence, exploitation or discrimination, you have the right to have an advocate with you, and we can help arrange one.

If you would like to speak with someone outside Axis Supports

NDIS Quality and Safeguards Commission

- Phone **1800 035 544** (free from landlines), Monday to Friday, 9am to 5pm (ACT and NSW time). TTY 133 677.
- National Relay Service: ask for 1800 035 544. Interpreters can be arranged.
- Email contactcentre@ndiscommission.gov.au
- Online: use the Report an issue form at ndiscommission.gov.au
- Post: NDIS Quality and Safeguards Commission, PO Box 210, Penrith NSW 2751

You can make a complaint to the NDIS Commission anonymously or ask for it to be kept confidential.

Other help

- National Disability Abuse and Neglect Hotline: 1800 880 052
- NSW Ageing and Disability Commission Abuse Line (adults with disability in NSW): 1800 628 221, Monday to Friday, 9am to 5pm
- ACT Human Rights Commission: (02) 6205 2222
- In an emergency, call 000. For non-urgent police help, call the Police Assistance Line on 13 14 44.

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NDIS Code of Conduct

All our workers must follow the NDIS Code of Conduct. It means they must:

1. act with respect for your individual rights to freedom of expression, self-determination and decision-making, in line with relevant laws and conventions
2. respect your privacy
3. provide supports and services in a safe and competent manner, with care and skill
4. act with integrity, honesty and transparency
5. promptly take steps to raise and act on concerns about matters that might affect the quality and safety of your supports
6. take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. take all reasonable steps to prevent and respond to sexual misconduct.

If you think a worker has not followed the Code, please tell us, or contact the NDIS Commission. The NDIS Commission can take action against providers and workers who breach the Code, including banning them from working in the NDIS.

Incidents and reportable incidents

We hope you are never involved in an incident. If you are, we are ready to support you and will follow clear procedures. If an incident happens, we will contact the authorities needed to support you.

An incident is something that happens, or is alleged to have happened, in connection with our supports that has harmed, or could harm, you or another person. A critical incident is one that has, or is likely to have, a serious effect on your health, safety or wellbeing. Examples include:

- an unexpected death, serious injury or alleged assault (including physical or sexual assault) during, or as a result of, our supports
- alleged serious, unlawful or criminal conduct by a worker that has harmed, or could seriously harm, you
- an incident where a participant assaults or seriously harms another person during our supports
- a fire, natural disaster, accident or other event that stops or is likely to stop supports, closes or seriously damages premises, or seriously threatens your health and safety.

Reportable incidents

As a registered NDIS provider, we must notify the NDIS Commission of these incidents, whether they have happened or are alleged to have happened:

- the death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability

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- sexual misconduct committed against, or in the presence of, a person with disability, including grooming
- the unauthorised use of a restrictive practice in relation to a person with disability.

Notification	Timeframe (from when we become aware)
Immediate Notification Form	Within 24 hours
5 Day Form (more detail)	Within 5 business days
Unauthorised use of a restrictive practice that has not caused harm	Within 5 business days (within 24 hours if it caused harm)
Final report	If the NDIS Commission asks for one

We submit these through the NDIS Commission Portal. We also report to police where a crime may have happened.

What we do when an incident happens

- Workers make sure everyone is safe, call 000 if needed, and report every incident to management straight away.
- We complete an incident report that records what happened.
- Our management team notifies the NDIS Commission of reportable incidents, and other agencies as required, within the timeframes above.
- We support you if you are affected, and involve your family or advocate if you wish.
- We review the incident, work with you to resolve it, and keep you informed.
- We change our systems and processes where needed, to reduce the risk of it happening again.

We follow the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018. You can also report an incident or concern directly to the NDIS Commission.

Complaints and feedback

Your feedback helps us provide high-quality services, and we actively ask for it. You can give feedback in person, in writing, through our surveys or anonymously. We would like to hear about:

- the quality of the supports you receive
- how consistent your supports are
- how your support workers are doing
- which supports work for you
- changes that would help you
- what you like and dislike about our services.

You always have the right to expect the best possible standard of service from us. We treat every concern and complaint seriously. Making a complaint will not affect your supports, and no worker will

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treat you badly because you complained.

You can make a complaint about our services or about a worker. If you would rather someone else made the complaint for you, they can. This could be an advocate, a family member, a close friend, a support worker or anyone you know and trust.

You can complain anonymously using our Anonymous Complaints and Feedback Form, which we give you when you start with us. Do not include your name if you do not want us to know who you are.

How we handle your complaint or feedback

We do not ignore feedback. This is how we make sure our management hears your voice:

Complaint or feedback received
From anyone: participants, families, carers, advocates, staff, members of the public, or anonymously.

▼

Complaints Manager
A role appointed by our governing body. Records and manages your complaint, offers you an advocate, and works with you on the outcome.

▼

Acknowledge and assess
We confirm in writing that we have received your complaint and when we expect to resolve it. We assess it, including whether it is a reportable incident.

▼

Investigate and decide
We look into the complaint fairly, with procedural fairness for everyone involved, and propose a solution. We ask you what you think of it.

▼

Record
We record the complaint, the process and the outcome in our Complaints Register and keep the records for 7 years.

▼

Review and improve
Complaints are discussed at every management meeting, and trends are reviewed each quarter, to improve our policies, procedures and training.

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How to make a complaint

Contact our Complaints Manager through either office, or use our Complaints and Feedback Form:

Phone	1300 696 888 (ask for the Complaints Manager)
Email	Canberra: admin@axissupports.com.au Sydney: adminnsw@axissupports.com.au
Post or in person	Canberra: Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911 Sydney: Shop 1, 5 George Street, North Strathfield NSW 2137
Website	axissupports.com.au

What happens next

The Complaints Manager will write to you to confirm we have received your complaint and tell you when we expect to resolve it. We will then look into the complaint and develop a plan to resolve it. We will explain the plan and ask for your view. You can tell us whether you are happy with the proposed solution, or whether you feel the matter is not resolved.

If you are not happy with how we handled your complaint

You can contact the NDIS Commission at any time, including before you complain to us.

NDIS Quality and Safeguards Commission	Complaints about NDIS providers and workers. Phone 1800 035 544 (TTY 133 677), contactcentre@ndiscommission.gov.au, or the Report an issue form at ndiscommission.gov.au. Post: PO Box 210, Penrith NSW 2751. Anonymous and confidential complaints are accepted.
ACT Human Rights Commission	Complaints about services in the ACT, including disability services and services for children and young people. Phone (02) 6205 2222, human.rights@act.gov.au, 56 Allara St, Canberra ACT 2601.
NSW Ageing and Disability Commission	Reports of abuse, neglect or exploitation of adults with disability in NSW. Abuse Line 1800 628 221, Monday to Friday, 9am to 5pm.
National Disability Insurance Agency (NDIA)	Complaints about your NDIS plan, funding decisions or the NDIA. Phone 1800 800 110 or visit ndis.gov.au.
Commonwealth Ombudsman	Complaints about how the NDIA or the NDIS Commission handled your matter, after you have raised it with them first. Phone 1300 362 072 or visit ombudsman.gov.au. It does not take complaints about providers.

Your voice

We want to hear about your lived experience and how we can make our services more useful to you. Your ideas help us meet your needs and the needs of your community.

If you would like to help shape our policies and practices, for example by sharing your thoughts and ideas with our management team, please tell your contact person. You are very welcome.

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Continuous improvement

We aim to provide high-quality supports that meet your needs and expectations. Please tell us how we can keep improving, by giving feedback or making a complaint. We use what you tell us to improve our services.

Community and networks

We believe it is important that you are part of your community. With your agreement, we will connect with your networks and community so you have the chance to take part in activities and interests you enjoy, such as religious, cultural, community or other groups you ask about.

Conflict of interest

We make sure decisions at every level of our organisation are informed, objective and fair. A conflict of interest happens when a worker's personal interests could affect, or could be seen to affect, the way they support you or the decisions they make.

All workers must declare any outside work or interests that could create a conflict. Our Operations Managers record and manage declared conflicts.

If your support coordinator works for Axis Supports, they must still give you a genuine choice of providers, including providers other than Axis Supports.

If you think there may be a conflict of interest, please tell us. We will give you a Conflict of Interest Declaration Form, and our management team will:

- assess whether a conflict exists, or could be seen to exist
- meet to discuss it and decide how to manage it. A person with a conflict may be asked to step out of decisions about the matter
- record it in our Conflict of Interest Register
- tell you the outcome and how we will manage the conflict.

Your personal records

We keep personal records about each participant. You, or your advocate or guardian, can ask to see your personal information at any time. This is how we handle your request:

1. You, or your advocate or guardian, ask for your records, either verbally or in writing.
2. We confirm we have received your request within 48 hours.
3. We update you on progress within 7 working days.
4. We give you a full response within 14 days of your request.
5. Your Operations Manager approves the release of your information.
6. With your consent, we provide your information to you or the person you agree to.
7. We can help you understand the information and explain any terms used.
8. In rare cases, we may refuse access where the law allows it. If this happens, we will discuss it with you (and your family or advocate, if you wish), explain why in writing, and tell you how to complain.

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If any of your information is wrong or out of date, you can ask us to correct it.

Data security and record keeping

We store participant records securely in password-protected cloud systems, and back them up regularly so they are protected if a system fails.

We keep participant records for at least 7 years, as the law requires. We keep the records of Aboriginal and Torres Strait Islander participants permanently. When records are no longer needed, we destroy them securely.

Privacy

We follow the Privacy Act 1988 (Cth) and the Australian Privacy Principles, the Health Records (Privacy and Access) Act 1997 (ACT) and the Health Records and Information Privacy Act 2002 (NSW). We have systems for collecting, using, sharing, storing, securing and correcting your personal information.

Your privacy and dignity will always be respected. We will ask you to sign a Participant Information Consent Form so we can collect, use and share your personal information. Your service agreement and our Privacy Policy also explain how we handle your information.

If there is a data breach that is likely to cause you serious harm, we will tell you and the Office of the Australian Information Commissioner (OAIC), as the law requires.

Contact our Privacy Officer

Phone	1300 696 888 (ask for the Privacy Officer)
Email	Canberra: admin@axissupports.com.au Sydney: adminnsw@axissupports.com.au
Post	Privacy Officer, Axis Supports, at either office: Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911 Shop 1, 5 George Street, North Strathfield NSW 2137

Please make requests to access your information in writing to the Privacy Officer, or ask your contact person to help you. If you think we have breached your privacy, please make a written complaint to the Privacy Officer.

If you do not receive a response within 30 days, or you are not happy with our response, you can complain to the OAIC: phone 1300 363 992 or visit oaic.gov.au.

Suspending services and leave

You can end your supports at any time, for any reason, by giving the notice set out in your service agreement. You can also ask to pause (suspend) your supports, as set out in your service agreement.

Travelling overseas

You can generally use your NDIS supports for up to 6 weeks while you are overseas (a grace period). If you will be away longer, you cannot use your NDIS funding unless the NDIA gives you more time, so

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contact the NDIA before you go. Please also tell us about your travel plans so we can plan your supports.

Transition and re-entry

Your needs and interests may change, and you may decide to move to another provider. We will support you through this. With your agreement, we will work with your new provider to make the move smooth and make sure your needs are met.

If you leave us and later want to come back, we would be pleased to welcome you. You will need to:

- have funding for the supports you need
- join a waiting list if we do not have a place available, and we will contact you when one becomes available
- complete a new risk assessment and screening assessment
- agree to a new service agreement
- pay any fees owing.

During a temporary absence, such as a hospital stay or respite, we will stay in touch with you, your family or your advocate to plan your return to our supports. We can also help you contact the hospital to book appointments.

Withdrawal or transfer from our services

If you want to stop your supports with us, please contact your contact person as soon as you can so we can arrange it. Our Easy Read guide, Withdrawal of Services, explains this in plain language.

We may stop providing supports, with notice as set out in your service agreement, if you do not meet your responsibilities. We will never stop your supports because you made a dignity of risk choice. In every case, we will talk with you about the reasons first.

With your agreement, we will help you find another provider.

Wills

Our workers cannot give you advice about making or changing your Will, and cannot witness any legal documents, including a Will. We do not keep Wills in your records.

If you need help with a Will, you can contact a solicitor, or the Public Trustee and Guardian (ACT) or NSW Trustee and Guardian, which offer Will-making services.

Legislation and standards

We comply with all current laws and standards. Please contact us if you would like a copy of the laws and standards that apply to your supports. The main ones are:

- National Disability Insurance Scheme Act 2013 (Cth) and the NDIS Rules, including the NDIS Code of Conduct
- National Disability Insurance Scheme Amendment (Integrity and Safeguarding) Act 2026

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- NDIS Practice Standards and Quality Indicators, including the Supported Independent Living (SIL) Practice Standards
- Disability Discrimination Act 1992 (Cth)
- Privacy Act 1988 (Cth), Health Records (Privacy and Access) Act 1997 (ACT) and Health Records and Information Privacy Act 2002 (NSW)
- Work Health and Safety Act 2011 (ACT) and Work Health and Safety Act 2011 (NSW)
- Human Rights Act 2004 (ACT)
- Children's Guardian Act 2019 (NSW) and the ACT Child Safe Standards Scheme
- National Principles for Child Safe Organisations.

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Section 3: NDIS Practice Standards (summary)

About the NDIS Practice Standards

The NDIS Practice Standards set the quality and safety requirements that registered NDIS providers must meet. Independent auditors check us against them. Together with the NDIS Code of Conduct, they help you understand the quality of supports you should expect from us.

All registered providers must meet the Core Module, which has four parts, summarised below. Providers of some supports must also meet supplementary modules. The NDIS Commission is reviewing the wider Practice Standards, and we will update this handbook when changes take effect.

1. Rights and Responsibilities

Standards: person-centred supports; individual values and beliefs; privacy and dignity; independence and informed choice; violence, abuse, neglect, exploitation and discrimination.

What this means for you

- People with disability have the right to respect, dignity and full participation in society. We want you to know and understand your rights, and we will support you with your choices.
- We respect your privacy and keep your information and records confidential. We uphold your right to make your own decisions.
- You have the right to try new activities and experiences. We will support you and make sure you are treated fairly.
- You can speak freely and share your thoughts, opinions and choices. We will listen and support the choices you make, and include your family, advocate and support workers when you want them involved.
- Everyone communicates differently. We offer a range of ways for you to communicate with us safely and privately.
- We will support you to take part in the community of your choice, and respect your cultural background and needs.

2. Governance and Operational Management

Standards: governance and operational management; risk management; quality management; information management; feedback and complaints management; incident management; human resource management; continuity of supports; emergency and disaster management.

What this means for you

- You can tell us what you think about your supports, good or bad, without fear of payback, discrimination or other negative consequences.
- You can have someone with you when you make a complaint, such as a family member, support worker or advocate. You can also contact the NDIS Commission.

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- Whatever the issue, we will do everything we can to fix it, and we use your feedback to improve our services.
- We recruit caring, skilled workers, screen them, and give them ongoing training.
- We have clear systems for managing risks, incidents, your information, and emergencies and disasters, and we keep improving them.
- Our management team has the skills and experience to put our policies and procedures into practice, check they work, and change them when needed.

3. Provision of Supports

Standards: access to supports; support planning; service agreements with participants; responsive support provision; transitions to or from a provider.

What this means for you

- We will support your goals and your decisions about the services you choose.
- We will help you identify your strengths and the areas where you would like support, and help you build skills to reach your goals.
- We will never discriminate against you because of your age, gender, disability, cultural background, sexuality or any other personal characteristic.
- We will help anyone who asks about our services. We will give honest advice about whether our services suit you, or refer you to a service that may suit you better.
- We will encourage and help you to take an active, meaningful part in the community of your choice.

4. Support Provision Environment

Standards: safe environment; participant money and property; management of medication; mealtime management; management of waste.

What this means for you

- We work to keep you physically and emotionally safe. Our workers are trained in safety procedures and report any risks to their Operations Manager.
- We will make sure you, and your advocate if you wish, understand our fees and how to pay them. All information will be clear and accurate.
- Workers who help with medication are trained to do so safely.
- If you need help at mealtimes, for example because of swallowing difficulties (dysphagia) or a special diet, we will make a mealtime plan with you that respects your food choices.
- Workers are trained to handle waste, including infectious or hazardous waste, so that no one is harmed. Where we can, we manage waste sustainably, for example by recycling.
- Incidents are managed as described in Section 2 (Incidents and reportable incidents).

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Supplementary modules and the SIL Practice Standards

Because of the supports we provide, we are also audited against supplementary modules, such as the High Intensity Daily Personal Activities module and the Specialised Support Coordination module.

From 1 July 2026, providers of Supported Independent Living (SIL) must be registered for SIL and meet the new SIL Practice Standards. Axis Supports is registered for SIL (registration group 0138). If you receive SIL from us, we will explain what these standards mean for you.

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Section 4: Child safe standards

Our commitment to children and young people

Axis Supports is committed to the safety and wellbeing of every child and young person we support. We follow the National Principles for Child Safe Organisations and the child safe standards that apply in the ACT and NSW. We give our Child and Young People Handbook to every participant under 18.

Child safe standards in the ACT and NSW

ACT	The ACT Child Safe Standards Scheme sets 10 Child Safe Standards. It is overseen by the ACT Human Rights Commission, through the Children and Young People Commissioner. Phone (02) 6205 2222.
NSW	The NSW Child Safe Standards, under the Children's Guardian Act 2019 (NSW), are overseen by the Office of the Children's Guardian.
National	The 10 National Principles for Child Safe Organisations apply across Australia. Our practices under each principle are set out below.

National Principles for Child Safe Organisations

Principle 1: Child safety and wellbeing is embedded in organisational leadership, governance and culture

- Our commitment to child safety is set out in our Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure.
- Workers are trained in child safety, codes of conduct, expected behaviour with children, and reporting and record keeping.
- We complete a risk management plan for each child.
- Workers follow the NDIS Code of Conduct and the Axis Supports Code of Conduct.

Principle 2: Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously

- Children can share their views and take part in decisions about their lives: when they start with us, regularly while we support them, and when their plan is reviewed.
- We recognise the importance of friendships and peer support in helping children feel safe and less isolated, and work with each child and family on these connections.
- Children can access abuse prevention information, such as links to Kids Helpline, and age-appropriate information about how adults should behave.
- Workers are alert to signs of harm and give children child-friendly ways to raise concerns. We train workers to support each child and check their skills.

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Principle 3: Families and communities are informed, and involved in promoting child safety and wellbeing

- We encourage families to take an active role in keeping children safe.
- Families and community members can give feedback on how we keep children safe, through our complaints and feedback forms and meetings about their child. We act on what they tell us.

Principle 4: Equity is upheld and diverse needs respected in policy and practice

- Our managers and workers understand the barriers that can stop children from telling adults about abuse.
- We identify and respect each child's needs, abilities and background, review their cultural needs when they start, and provide culturally safe, age-appropriate activities.
- Workers are trained in the factors that make some children more vulnerable to harm.
- Where possible, our workforce reflects the diversity of the participants we support.
- We adapt activities so every child feels included, and plan strategies with each child and their family.

Principle 5: People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

- Workers hold the screening checks their role requires: an NDIS Worker Screening Check; in the ACT, Working with Vulnerable People registration; and in NSW, a Working With Children Check for child-related work.
- We do not rely on screening checks alone. Our recruitment uses child safe practices, including job advertisements that say we value child safety, interview questions about suitability, and recorded background and reference checks.
- All workers receive child safety training at induction and every year.
- Supervision checks that workers follow our codes of conduct and child safe policies. Our management team oversees supervision, which happens at least every quarter.

Principle 6: Processes to respond to complaints and concerns are child focused

- We build a culture where complaints are taken seriously, and every adult takes responsibility for children's safety.
- Workers learn at induction and in ongoing training that breaching our codes of conduct leads to disciplinary action.
- Workers are told what to report, how to report it, and which external bodies to report to.
- Our complaints process is accessible to children, families, workers and others, and explains likely timeframes, reviews and possible outcomes.
- Complaints and related records are handled confidentially, and our processes are reviewed regularly and after complaints.

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Principle 7: Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training

- Workers receive ongoing training in preventing and identifying abuse, and responding to and escalating concerns.
- Where higher risks are identified, workers receive extra training, such as in positive behaviour support.
- Our management team is responsible for child safety training, and reviews it regularly in line with best practice.

Principle 8: Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

- We set clear expectations for how workers behave with children, in person and online.
- Risk assessments identify situations where workers may be alone with children, including one-off events and overnight stays.
- We improve sight lines in physical spaces while respecting children's privacy, and manage higher-risk settings, such as cars and offsite locations, with extra safety measures like spot checks.
- We give children, families and workers information about online safety, such as online grooming, cyberbullying and sexting, and encourage children to tell us about anything that worries them.

Principle 9: Implementation of the national child safe principles is regularly reviewed and improved

- We review our child safe policies and practices every year, and whenever needed.
- Workers use the principles and standards when creating or reviewing child safe policies.
- We investigate incidents to find the cause, identify risks to children and make improvements.
- We support children to give feedback and act on it.

Principle 10: Policies and procedures document how the organisation is safe for children and young people

- Our management team makes sure our policies and procedures are up to date and meet legal requirements.
- We are accountable for our policies and procedures.
- Workers are trained in our procedures, especially for child safety and complaints.

If you are worried about a child

If a child is in immediate danger, call 000.

If you are worried about the safety of a child or young person we support, tell a worker, your contact person or our management team straight away. We will act to keep the child safe and report to police and child protection authorities as the law requires. You can also contact the NDIS Commission on 1800 035 544, the ACT Human Rights Commission on (02) 6205 2222, or the NSW Office of the Children's Guardian.

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Key contacts

Keep these numbers handy. If you need help to contact any of these services, ask us or your advocate.

Axis Supports	1300 696 888 (both offices) Canberra: admin@axissupports.com.au Sydney: adminnsw@axissupports.com.au axissupports.com.au
Outside business hours	Contact the on-call coordinator.
Emergency (police, fire, ambulance)	000
Police Assistance Line (non-urgent)	13 14 44
NDIS Quality and Safeguards Commission	1800 035 544 (TTY 133 677), Monday to Friday, 9am to 5pm contactcentre@ndiscommission.gov.au ndiscommission.gov.au (Report an issue form) PO Box 210, Penrith NSW 2751
National Disability Insurance Agency (NDIA)	1800 800 110, ndis.gov.au
National Disability Abuse and Neglect Hotline	1800 880 052
NSW Ageing and Disability Commission Abuse Line	1800 628 221, Monday to Friday, 9am to 5pm
ACT Human Rights Commission	(02) 6205 2222, human.rights@act.gov.au 56 Allara St, Canberra ACT 2601
Commonwealth Ombudsman	1300 362 072, ombudsman.gov.au (complaints about the NDIA or the NDIS Commission)
Office of the Australian Information Commissioner (OAIC)	1300 363 992, oaic.gov.au (privacy complaints)
Disability Advocacy Finder	askizzy.org.au
Disability Gateway	1800 643 787, Monday to Friday, 8am to 8pm
TIS National (interpreters)	131 450
National Relay Service	TTY 1800 555 630, SMS relay 0416 001 350
Lifeline	13 11 14
1800RESPECT	1800 737 732
13YARN	13 92 76

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Document control

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Version	2.0
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Approved by	Director
Related documents	Service Agreement; Complaints and Feedback Form; Anonymous Complaints and Feedback Form; Incident Report Form; Withdrawal of Services: Easy Read; Child and Young People Handbook; Privacy Policy
Legislation and standards	NDIS Act 2013 (Cth) and NDIS Rules; NDIS Practice Standards (Core Module and supplementary modules, including SIL); NDIS Code of Conduct; Privacy Act 1988 (Cth); Health Records (Privacy and Access) Act 1997 (ACT); Health Records and Information Privacy Act 2002 (NSW); Work Health and Safety Act 2011 (ACT and NSW); National Principles for Child Safe Organisations; ACT Child Safe Standards Scheme; Children's Guardian Act 2019 (NSW)
Version history	v1.0 (January 2024) original issue. v2.0 (October 2026) full review: current contacts and both offices, role-based organisation structure, registration groups updated to match the NDIS Commission register, reportable incident rules, complaints and advocacy pathways, privacy law, SIL Practice Standards, ACT and NSW child safe standards, Axis Supports branding.

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