HANDBOOK

Staff Handbook

Your guide to working with Axis Supports: employment conditions, NDIS standards and our policies, for employees and contractors in the ACT and NSW.

Version 2.0 · Effective October 2026 · Next review October 2027
Axis Supports Group Pty Ltd · ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R

Canberra 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

1300 696 888 · axissupports.com.au · Staff Handbook v2.0

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Contents

Section 1: Staffing Information 3
About Us 3
Our Values 3
Our Locations 4
Contact Details 4
Orientation Process 5
Employee Rights 5
Employee Responsibilities 6
Worker Screening and Clearances 6
Conflict of Interest 7
Working Hours and Breaks 7
Breaks Between Shifts 8
Pay Details 8
Annual Leave 8
Personal and Carer's Leave 9
Leave Without Pay 9
Parental Leave 9
Long Service Leave 10
Compassionate and Bereavement Leave 10
Family and Domestic Violence Leave 10
Superannuation 11
Emergency Contact Details 11
First Aid 11
Smoking and Vaping 11
Company Vehicle, Clothing and Equipment 11
Changes to Personal Information 12
Bullying and Harassment 12
Access and Equity 12
Complaints and Grievances 12
Probation Period 13
Performance Appraisals 13
Education and Training 13

Section 2: NDIS Practice Standards (abbreviated) 14
Background 14
1. Rights and Responsibilities 14
2. Provider Governance and Operational Management 14
3. Provision of Supports 15
4. Provision of Supports Environment 15
Supported Independent Living Practice Standards 15

Section 3: Axis Supports Policies (abbreviated) 17
Code of Conduct Policy 17
Advocacy Policy 17
Consent 18
Communication 18
Interpreter Services 19
Privacy and Confidentiality Policy and Procedure 19
Management of Participant Information 19
Management of Your Personnel File 19
Equal Employment Opportunity Policy 20
Risk Management Policy and Procedure 20
Continuous Improvement Policy and Procedure 20
Gifts 21
Complaints and Feedback Policy and Procedure 21
Speaking Up and Whistleblower Protections 22
Reportable Incident, Accident and Emergency Policy and Procedure 22
Restrictive Practices 24
Working with Children Policy and Procedure 25
Assistance with Medication 25
Emergency and Disaster Management 25
Drug and Alcohol 25
Workplace Aggression and Violence 26
Mental Health and Wellbeing 26
Dress Code 26
Social Media 27
Infection Management 27
Mealtime Management 27
Hot Water Safety 28
Work Health, Safety and Environmental Management Policy and Procedure 28
Support Planning Policy and Procedure 28
Participant Money Handling 29
Continuity of Support Policy and Procedure 29
Networking and Community Engagement 29
Employee Training and Personal Development 29

Section 4: Child Safe Principles and Additional Frameworks
Child Safe Standards in the ACT and NSW 31
Principle 1: Leadership, governance and culture 31
Principle 2: Children's rights and participation 31
Principle 3: Families and communities 31
Principle 4: Equity and diverse needs 32
Principle 5: Suitable and supported people 32
Principle 6: Child focused complaints processes 32
Principle 7: Education and training 33
Principle 8: Safe physical and online environments 33
Principle 9: Review and improvement 33
Principle 10: Policies and procedures 33
Reporting Concerns About a Child 34
Additional Frameworks 34

Section 5: Key Contacts 35

Document control 36

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Section 1: Staffing Information

About Us

Welcome to Axis Supports. Axis Supports Group Pty Ltd is a registered NDIS provider that has supported people with disability in the ACT and NSW since 2017. We follow the NDIS Practice Standards, the NDIS Code of Conduct and the requirements of the NDIS Quality and Safeguards Commission (NDIS Commission).

This handbook is your guide to how we work and to the rules and conditions that affect your employment. Read it together with your employment contract, your position description, the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award) and our full policies and procedures. If anything in this handbook differs from the law, the SCHADS Award or your contract, the law, the Award or your contract applies.

The handbook:

- explains your employment and its terms and conditions
- outlines the orientation process
- summarises our policies and procedures
- summarises the NDIS Practice Standards and other frameworks that guide our work.

> **Contractors:** the sections on our values, conduct, NDIS requirements and policies apply to you. Sections about employee entitlements, such as pay, leave, superannuation and probation, apply to employees only. Your contractor agreement sets out your terms.

We want your time with us to be rewarding. We offer an open and friendly workplace, help you build your skills through training, and try to fill vacant positions from within where we can.

Managers follow set processes when changing employment conditions, managing performance or discipline, or ending employment. If you think a decision about your employment is unfair, you can ask your Operations Manager to review it, or use the process in Complaints and Grievances. You also have rights under the Fair Work Act 2009, and you can contact the Fair Work Ombudsman on 13 13 94.

If this handbook does not answer your question, ask your Operations Manager. Your wellbeing, job satisfaction and development matter to us.

Our Values

1. **Respect.** We treat every person with dignity and recognise their worth and contribution.
2. **Empowerment.** We support people with disability to make their own choices, exercise control and pursue their goals.
3. **Compassion.** We work with empathy 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 with honesty, transparency and accountability, and hold high ethical standards.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

6. **Collaboration.** We work closely with participants, families, carers and community partners to reach shared goals.
7. **Innovation.** We look for new and better ways to improve our supports and respond to changing needs.
8. **Excellence.** We aim for high quality supports through continuous improvement, professional development and good practice.
9. **Advocacy.** We stand up for the rights, needs and interests of people with disability and a more inclusive society.
10. **Accountability.** We take responsibility for our actions and decisions and keep our promises.

Our Locations

- **Canberra office (head office):** Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911
- **Sydney office:** Shop 1, 5 George Street, North Strathfield NSW 2137
- We deliver supports across Canberra and the surrounding region, and in Sydney and NSW.

Contact Details

Phone (both offices)	1300 696 888
Canberra office email	admin@axissupports.com.au
Sydney office email	adminnsw@axissupports.com.au
Website	axissupports.com.au
Outside business hours	Contact the on-call coordinator
Your contact person	Your Operations Manager or Coordinator, through the office

Who does what

We describe our team by role. Contact any of these roles through the office.

Director	Leadership, governance and overall responsibility for Axis Supports.
General Manager	Day to day management of the business.
Operations Managers (Canberra and Sydney)	Your main contact: supervision, performance, leave, incidents and support issues in your region.
Scheduling	Rosters, shift changes, cancellations and replacement workers.
People and Culture	Recruitment, onboarding, worker screening, personnel records and training records.
Finance and Accounts	Pay, superannuation and reimbursements.
Clinical and Nursing (RN Educator)	Clinical training and competency checks, such as medication assistance and high intensity supports.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Support Coordination	Support coordination and specialised support coordination for participants.
Business Development	New participants, referrals and partnerships.
Support Workers	Deliver supports to participants, in line with their support plans.

Orientation Process

When you start, you will complete an orientation, either one to one or in a group, followed by ongoing person-centred training. You will receive a Staff Orientation Checklist and access to all our policies and procedures. The checklist lists the key policies you must read, understand and discuss with your Operations Manager or Coordinator.

Orientation covers:

- working with participants
- work health and safety
- manual handling
- fire and safety procedures
- risk reporting
- following support plans
- documentation requirements
- reporting requirements
- listening and responding to participants
- participant emergency procedures
- infection prevention and control
- mealtime management
- medication management
- hot water safety
- hand hygiene
- safe food handling

You will also receive information about complaints and feedback, incident management, support planning and participants' rights.

Complete the checklist within your first two weeks, sooner if you can. It helps you learn how Axis Supports works. At the end of your orientation, review the completed checklist with your Operations Manager and ask any questions you have.

Employee Rights

As an employee, you have the right to:

- an accurate position description that sets out your responsibilities
- have your concerns and complaints responded to promptly
- relevant ongoing training, including an annual infection control refresher
- be told about changes to policies and procedures that affect your role
- a safe workplace, free from bullying, harassment and discrimination
- have your personnel records managed privately and securely
- your minimum entitlements under the Fair Work Act 2009, the National Employment Standards (NES) and the SCHADS Award
- receive the Fair Work Information Statement when you start and, if you are a casual employee, the Casual Employment Information Statement.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Employee Responsibilities

You must be reliable and responsible in every part of your job. Your responsibilities include:

- respecting participants' right to make their own decisions
- treating participants with respect and dignity, and protecting their privacy
- following the NDIS Code of Conduct and the Axis Supports Code of Conduct
- following safe work practices and infection control measures
- reporting unsafe equipment, practices or environments, and any potential or actual risk of harm to a participant, to management
- attending mandatory training, including the annual infection control refresher
- completing the NDIS Worker Orientation Module (Quality, Safety and You) and the New Worker NDIS Induction Module, if you have not already done so
- holding current worker screening clearances (see Worker Screening and Clearances)
- asking for help if you do not understand any part of a support plan or strategy
- referring to our policies and procedures when you need to
- working to a consistently high standard of care and professionalism
- wearing your uniform and identification badge on duty, if provided
- recording participant information accurately and on time
- keeping documents secure outside the office (for example, never leaving participant paperwork on the seat of a car)
- acting with honesty and integrity
- telling your supervisor about absences as early as possible
- telling your supervisor if you are feeling stressed
- listening actively and passing feedback from participants to your supervisor
- letting participants know they have a voice and can have input into our policies and procedures
- keeping your knowledge of the NDIS rules and Practice Standards up to date.

If driving is part of your role, you also need a current driver licence and, if you use your own car, current registration and insurance.

All workers must sign our Code of Conduct and a Privacy and Confidentiality Agreement. Not following them may lead to disciplinary action.

Worker Screening and Clearances

You must hold a current NDIS Worker Screening Check before you work in a risk-assessed role, which includes any role where you are likely to have more than incidental contact with people with disability. We check clearances against the NDIS Worker Screening Database and keep a record on your file.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Check	ACT	NSW
NDIS Worker Screening Check	Apply through Access Canberra.	Apply for the NDIS Worker Check through Service NSW. It is processed by the Office of the Children's Guardian.
Working with vulnerable people or children	NDIS activity is regulated under the ACT Working with Vulnerable People (WWVP) scheme, so you must also hold WWVP registration.	Child-related work, such as supporting participants under 18, also needs a Working With Children Check.

Keep your clearances current and tell People and Culture or your Operations Manager straight away if anything changes or could affect a clearance. You cannot work in a risk-assessed role without the required clearances.

Conflict of Interest

We want decisions at every level of Axis Supports to be informed, objective and fair. A conflict of interest arises when your personal interests, relationships or other work could affect, or could be seen to affect, how you do your job.

You must:

- tell your Operations Manager as soon as you become aware of a potential or actual conflict of interest, and confirm it in writing on a Conflict of Interest Declaration Form
- declare other employment and external work-related activities. If you start work with another organisation, tell us within 14 days
- act in the best interests of participants and Axis Supports.

All declared conflicts are recorded in our Conflict of Interest Register. Management will assess whether a conflict exists, or could be seen to exist, and tell you the outcome and how it will be managed. For example, you may be asked to take part in a discussion but not the decision, to observe only, or to leave a meeting while the matter is discussed and decided.

Working Hours and Breaks

Your contract and roster set out your hours. We will give you details of your start and finish times (or flexible hours), any minimum engagement, and your meal and rest breaks.

Under the SCHADS Award:

- **Minimum engagement:** part-time and casual employees doing disability services work are paid for at least 2 hours for each shift. Some other social and community services work has a 3 hour minimum.
- **Meal breaks:** if you work more than 5 hours, you are entitled to an unpaid meal break of 30 to 60 minutes, at a time agreed with us. If you are required to have your meal with a participant as part of your normal work, the meal period is paid and counts as time worked. If you are required to work through your meal break, overtime applies until you take it.
- **Tea breaks:** you are entitled to a paid 10 minute tea break for each 4 hours worked, at an agreed time.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

- **Other shift types:** broken shifts, sleepovers and 24 hour care shifts have their own rules under the Award.

Your contract may give you more than the Award, but never less. For the current rules, see the SCHADS Award on fairwork.gov.au or call the Fair Work Ombudsman on 13 13 94.

Breaks Between Shifts

Under the SCHADS Award, you must have a break of at least 10 hours between the end of one shift or period of work and the start of the next. By agreement, this can be reduced to no less than 8 hours only where one of the shifts runs into or out of a sleepover.

Scheduling builds rosters to meet these rules. Tell Scheduling if you are offered a shift that would not give you the required break.

Pay Details

When you start, we will tell you your pay frequency, pay period and payday. Your pay rate and conditions are set by the SCHADS Award and your contract. Wages are paid into your nominated bank account; allow for overnight bank processing.

Deductions

- Required deductions: income tax, and any other deduction required by law or a court order (for example, a garnishee order).
- Optional deductions that you authorise in writing, such as salary sacrifice or extra superannuation contributions.

Payslips

You will receive a payslip within 1 working day of payday. It shows our name and ABN, your name, the pay period and payment date, your gross and net pay, your hours and rate of pay, any loadings, allowances, penalty rates or overtime, deductions, superannuation contributions and leave taken.

We keep time and wage records for 7 years, as the Fair Work Act 2009 requires. If you have a pay query, contact Finance and Accounts through the office, or your Operations Manager.

Annual Leave

Full-time and part-time employees get 4 weeks of paid annual leave each year (pro rata for part-time), based on ordinary hours. It builds up gradually from your first day, including during probation, and unused leave carries over from year to year. Some shiftworkers, as defined in the SCHADS Award (for example, employees who work more than 4 ordinary hours on 10 or more weekends in a year), get an extra week. Casual employees do not get paid annual leave; they receive a casual loading instead.

How to apply

1. Talk to your Operations Manager about the dates you want, and think about your colleagues and the roster.
2. Complete a Leave Form with the dates and length of leave, and give it to your Operations Manager.
3. Wait for approval before you book travel or make other arrangements.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Give at least 4 weeks' notice where you can. You can apply up to one year in advance. School holidays are popular, so apply early for leave at those times.

We will not unreasonably refuse a request for annual leave. We may not be able to approve it if it falls in a busy period, if other workers already have approved leave at the same time, or if you do not have enough leave. We encourage you to take leave in the year you accrue it. If you plan extended leave, give your Operations Manager as much notice as possible.

Leave taken without approval may be unpaid and treated as an unauthorised absence, which may lead to disciplinary action. This does not apply to personal and carer's leave, compassionate leave or family and domestic violence leave, which have their own notice rules.

Personal and Carer's Leave

Full-time and part-time employees get 10 days of paid personal and carer's leave each year (pro rata for part-time). It builds up gradually and unused leave carries over. Use it when you are sick or injured, or to care for or support an immediate family or household member who is sick, injured or affected by an unexpected emergency.

When paid leave runs out, you can take 2 days of unpaid carer's leave on each occasion. Casual employees can take 2 days of unpaid carer's leave on each occasion.

Tell your supervisor or Scheduling as soon as possible, before your shift wherever you can (see the Support Worker Late Cancellation Policy). We may ask for evidence, such as a medical certificate or statutory declaration.

Leave Without Pay

You can ask for leave without pay. Approval depends on staffing levels at the time, the reasons for the leave and your employment record, and is agreed with your Operations Manager.

Parental Leave

Parental leave is available when you or your spouse or de facto partner give birth, or when you adopt a child under 16. Under the NES:

- Eligible employees can take up to 12 months of unpaid parental leave, and can ask for up to 12 more months.
- You are eligible after 12 months of continuous service. Casual employees are eligible if they have worked regularly and systematically for 12 months and would reasonably expect to keep doing so.
- Some leave can be taken as flexible days within 24 months of the birth or adoption (up to 130 days for births or placements from 1 July 2026).
- Give written notice at least 10 weeks before your leave starts (or as soon as you can), and confirm your dates at least 4 weeks before.
- You can agree with us to work up to 10 paid keeping in touch days during your leave.
- When you return, you are entitled to your pre-leave position or, if it no longer exists, an available position closest in status and pay.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

You may also be eligible for government-funded Parental Leave Pay through Services Australia. While you are on leave, we encourage you to stay in touch, especially in the weeks before you return.

Long Service Leave

Long service leave is set by state and territory laws, not the NES, so your entitlement depends on where you work and which scheme covers your work.

- **ACT:** community sector workers may be covered by the ACT portable long service leave scheme for the community sector, run by ACT Leave under the Long Service Leave (Portable Schemes) Act 2009. Other ACT employees are covered by the Long Service Leave Act 1976 (ACT).
- **NSW:** disability support work is covered by the NSW Community Services Industry portable long service leave scheme, run by the Long Service Corporation under the Community Services Sector (Portable Long Service Leave) Act 2024. Under this scheme, workers can take about 6.1 weeks of paid long service leave after 7 years of recognised service in the industry, and service can carry across employers in the industry.

People and Culture can tell you which scheme applies to you. To take long service leave, discuss it with your Operations Manager first, then apply in writing.

Compassionate and Bereavement Leave

All employees can take 2 days of compassionate leave each time an immediate family or household member dies or has a life-threatening illness or injury, or after a stillbirth or a miscarriage. It is paid for full-time and part-time employees and unpaid for casual employees.

Tell the office as soon as you can, even if your leave has already started. We may ask for evidence, such as a death or funeral notice or a statutory declaration. If you need more time, talk to your Operations Manager about other leave options. We respect cultural obligations, such as Sorry Business.

Family and Domestic Violence Leave

All employees, including part-time and casual employees, can take 10 days of paid family and domestic violence leave each year. The full 10 days is available from your first day. It does not build up from year to year, and it renews on your work anniversary.

- You can use it to deal with the impact of family and domestic violence when you cannot do so outside work hours, for example to make safety arrangements, attend court or access police or support services.
- It is paid at your full rate of pay for the hours you would have worked. Casual employees are paid for the hours they were rostered to work.
- We may ask for evidence. We keep information about your leave confidential, and family and domestic violence leave is not shown on your payslip.

Talk to your Operations Manager or People and Culture in confidence. For support, contact 1800RESPECT on 1800 737 732. In an emergency, call 000.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Superannuation

We pay superannuation guarantee contributions for eligible employees at the legislated rate, currently **12%** of your ordinary time earnings.

From 1 July 2026, under **Payday Super**, we pay your superannuation at the same time as your wages, and contributions must reach your fund within 7 days of payday.

You can choose your super fund. If you do not choose one, we will check with the Australian Taxation Office whether you already have a fund (a stapled fund) before paying into our default fund. To make extra voluntary contributions, such as salary sacrifice, tell payroll in writing. For more information, visit ato.gov.au.

Emergency Contact Details

During orientation, you will give us details of an emergency contact. These details are confidential, are stored securely in your personnel file, and are only accessed by authorised staff in an emergency. Tell us within 7 days if your emergency contact details change.

First Aid

We will tell you if your role needs a current first aid certificate. If it does, you are responsible for getting and renewing it at your own cost, and we keep a copy on your file.

In an emergency, if you are trained, give first aid straight away. Avoid moving the person unless they are in immediate danger. Call **000** for emergency services, then contact your supervisor and complete an incident report.

Smoking and Vaping

Do not smoke or vape in or near a participant's home or environment, on our premises or while wearing our uniform. Avoid smoking in your work clothes before your shift, as the smell lingers.

We are committed to a safe workplace. We ask participants who smoke not to do so while you are working with them or sharing their space.

Company Vehicle, Clothing and Equipment

If you are given a company vehicle for work, you must hold a current driver licence and give us a copy. The conditions for using the vehicle are set out in a separate agreement.

If you use your own car for work, give us your licence, registration and insurance details. When you use your own vehicle for work at our request, you are paid the applicable vehicle allowance under the SCHADS Award.

Look after company property, such as phones, tablets, vehicles, uniforms and equipment, and report any loss or damage straight away. If property is lost or damaged through negligence, you may be asked to contribute to the cost of repair or replacement. We will only deduct an amount from your pay with your written agreement and where the Fair Work Act 2009 allows it.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Changes to Personal Information

When you start, you will complete a form with your contact details and any information needed for emergency medical treatment. Tell your Operations Manager or People and Culture in writing within 7 days of any change, including your name, address, phone number, bank account or emergency medical information. Your employment record is confidential and stored securely.

Bullying and Harassment

Axis Supports does not tolerate bullying, harassment (including sexual harassment), discrimination or victimisation, or any conduct that interferes with a person's work or creates an intimidating, hostile or offensive work environment. This applies in person and online, and to conduct by or towards workers, participants, families and anyone else.

Harassment can relate to sex, race, culture, religion, disability, age, sexual orientation, gender identity or other personal characteristics. We have a positive duty under the Sex Discrimination Act 1984 to take reasonable steps to prevent sexual harassment, and we manage psychosocial risks under work health and safety laws.

Report any bullying or harassment you experience or see straight away to your Operations Manager, or to another manager if the concern involves your Operations Manager. You will not be treated unfairly for making a report.

Access and Equity

A central aim of the NDIS is fair access to disability supports. Everyone should receive supports regardless of their race, religion, culture, language, sexuality, gender identity or LGBTIQA+ status. Treat everyone with respect and equality.

We apply access and equity principles in our supports in line with Commonwealth, ACT and NSW laws. Operations Managers are responsible for putting these principles into practice and will give you the relevant policies.

Complaints and Grievances

We follow the principles of equal employment opportunity and fairness set out in Commonwealth, ACT and NSW anti-discrimination laws, including the Sex Discrimination Act 1984.

Differences and grievances arise from time to time. They may involve workers, participants or other people, and may be about issues such as complaints from workers, access to services, the conduct of others, advertising or ethical practices. We deal with them fairly and promptly, using natural justice and procedural fairness. You can raise a concern verbally, in writing, anonymously, or through our feedback forms and surveys.

When we receive a complaint, management will:

- explain our complaints process, including the right to have the complaint reviewed by an independent person or external body
- confirm in writing that we have received the complaint
- update the person regularly on progress

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

- tell the person in writing if we expect resolution to take more than 60 days
- keep minutes of any meetings held to discuss or resolve the issue
- apply natural justice and procedural fairness throughout
- tell workers about any changes to systems or policies that result.

If the matter is not resolved, you have the right to representation and to take it further under the relevant law, for example to the Fair Work Ombudsman or the Fair Work Commission for employment matters, or the NDIS Commission for matters about NDIS supports. See also Speaking Up and Whistleblower Protections in Section 3.

Probation Period

New employees serve a probation period of 3 months, unless your contract says otherwise. It helps you and us decide whether the role is a good fit. During probation you have the same entitlements as other employees, including building up leave.

If your employment ends during or at the end of probation, you are still entitled to notice (or pay instead of notice) under the NES and your contract, and to be paid for any unused annual leave. Casual employees are not entitled to notice under the NES.

Performance Appraisals

Your first performance appraisal takes place at the end of your probation period. Your Operations Manager will tell you the date and give you the documents beforehand. Appraisals are based on your position description and are carried out by your Operations Manager.

After that, you will have at least one appraisal each year. You will need to show current knowledge of our policies and procedures and the NDIS requirements that apply to your role. We will discuss training and development needs, and your ability to work with different participants and in different types of support.

Education and Training

You are responsible for keeping your skills and knowledge current. We seek feedback on your work from colleagues, supervisors and participants to identify where extra training may help.

At your performance appraisal, your Operations Manager will discuss training needs and develop a training plan with you. Training may cover:

- complaints and feedback procedures
- incident management, including reportable incidents
- recording and reporting
- the NDIS Code of Conduct
- the requirements of your position description
- infection prevention and control
- medication assistance, if relevant to your role
- health practice guides, such as respiratory infections, pain management and cardiovascular disease
- safety management, including hot water safety
- emergency and disaster management
- mealtime management.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Section 2: NDIS Practice Standards (abbreviated)

Background

The NDIS Practice Standards set the benchmark that registered providers must meet to deliver high quality, safe supports. Together with the NDIS Code of Conduct, they tell participants what to expect from their providers, and set out participants' rights and providers' responsibilities.

The Practice Standards have a Core Module and supplementary modules that apply depending on the supports a provider delivers. Axis Supports is audited against the Core Module and the modules that apply to its registration, such as those for high intensity daily personal activities, specialised support coordination and Supported Independent Living (SIL).

New SIL Practice Standards and mandatory registration for SIL providers apply from 1 July 2026. The NDIS Commission is also reviewing the wider Practice Standards, and we will update our policies and this handbook as changes take effect.

The Core Module has four parts, summarised below.

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.

People with disability have the right to be treated with respect and dignity and to take part fully in society. Participants need to know and understand their rights. You support and guide participants to make their own decisions about their lives.

Participants have the right to try new experiences and activities, and we help them do this. We treat participants fairly and support their independence. Participants can speak freely and express their thoughts, opinions and choices. Listen to participants and, where appropriate, their families, and support their choices wherever possible.

We consult regularly with participants, their families, advocates and workers about the participant's needs and how they are being met. Everyone communicates differently, so we offer a range of ways for participants to communicate safely and privately.

We identify and respond sensitively to each participant's culture, diversity, values and beliefs, and support their right to practise them. We support participants to take part in the communities they choose. We respect each participant's privacy and keep their personal information and records confidential.

2. Provider 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.

Participants must feel comfortable telling us what they think of our supports. We provide a supportive, non-discriminatory environment for anyone who gives feedback or makes a complaint, and we use what we learn to improve. If a participant needs help to make a complaint or give feedback, a support person such as a family member, worker or advocate can help them.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Good service management depends on high quality ongoing training, continuous improvement, sound work processes, and clear and open communication between workers and participants. Our leadership team monitors how well our policies and procedures work and makes changes identified through our continuous improvement system.

3. Provision of Supports

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

We support participants to set goals and choose the supports they need. We help them identify their strengths and the skills they want to build to reach their goals.

We treat all participants fairly, whatever their age, gender, disability, cultural background or sexuality. Participants have the right to access supports and to choose their provider. We give clear information and advice to anyone who asks about our supports, and refer people to other services when needed. We encourage participants to take an active part in their community and help them build connections.

4. Provision of Supports Environment

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

We make sure participants have a physical and emotional environment that is safe and suits their needs. Workers are trained to deliver supports safely and to identify and report risks.

We work with participants and their families or advocates on invoices and payments, and make sure billing information is accurate.

Only workers trained in medication assistance support participants with their medication. They follow the participant's medication plan and strict medication procedures, and know what to do if a medication incident happens.

Mealtime management plans are developed for participants who need them, and workers must follow them. Food must be prepared and stored safely, in line with practice guidelines.

Workers are trained to manage waste, including infectious or hazardous substances, so that participants and others are protected from harm. Our procedures include incident management and emergency plans. We recycle our office's paper, glass and plastic waste.

Supported Independent Living Practice Standards

From 1 July 2026, providers delivering SIL must be registered for the new SIL registration group (0138) and meet the new SIL Practice Standards. Axis Supports is registered for this group. If you work in SIL, these four standards apply to your work:

Standard	Outcome for participants	What it means for you
Safeguarding	Each participant is supported to live in a safe, respectful and supportive home.	Follow emergency plans, notice and report conflict or harm between housemates, and support each person's dignity of risk.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Standard	Outcome for participants	What it means for you
Practice governance	Each participant is supported by workers with the training, knowledge and skills to support them.	Complete your training, use evidence-informed practices tailored to each person, and take part in supervision.
Supported decision-making	Each participant is supported to understand and make genuine decisions for themselves.	Adapt how you support decisions to each person. Do not make decisions for them.
Agreements about tenancy, housing and support arrangements	Participants with a tenancy agreement with the provider understand how it works with their service agreement.	Refer questions about tenancy or service agreements to your Operations Manager, and declare any conflict of interest.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Section 3: Axis Supports Policies (abbreviated)

These summaries are a guide only. Read the full policies, which are available from the office and may be updated at any time. If a summary differs from the full policy, the full policy applies.

Code of Conduct Policy

All workers must follow the NDIS Code of Conduct and the Axis Supports Code of Conduct. The NDIS Code of Conduct applies to all NDIS providers and workers. It requires you to:

1. act with respect for individual rights to freedom of expression, self-determination and decision-making
2. respect the privacy of people with disability
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 impact the quality and safety of 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.

The NDIS Commission can take action for breaches of the Code, including banning orders. The NDIS Amendment (Integrity and Safeguarding) Act 2026 strengthens penalties, with up to 10,000 penalty units for serious breaches, and widens banning orders. During orientation, you will learn what to do if you see, suspect or are told about abuse.

Definitions

Abuse	Physically, sexually, emotionally or psychologically harming another person, including hitting them or saying hurtful things.
Discrimination	Treating a person unfairly because of characteristics such as their race, sex, age, disability or culture.
Exploitation	Taking unfair advantage of someone, usually for profit or personal gain.
Neglect	Failing to provide the support or care a person needs, such as not providing food or repeatedly ignoring them.
Sexual misconduct	Any unlawful or unwelcome sexual conduct, including conduct using force, intimidation, coercion, harassment or manipulation. It includes grooming and inappropriate sexual relationships.

Advocacy Policy

Every participant has the right to an advocate. An advocate listens to the participant, helps them make decisions and set goals, helps them find ways to reach those goals, and can speak on their behalf. If a

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

participant's needs are not being met, the advocate can speak up for them.

We encourage participants to bring their advocate to their first meeting with us, so the advocate can contribute to assessment and planning and help make sure the support plan is person-centred. Participants can involve an advocate:

- to communicate with us at any time
- at their first consultation
- in interviews, meetings and reviews.

Participants can find an independent disability advocate through the Disability Advocacy Finder on the Ask Izzy website (askizzy.org.au), or by calling the Disability Gateway on 1800 643 787 (Monday to Friday, 8am to 8pm).

Consent

Every participant has the right to privacy and to give or refuse consent. Do not share a participant's personal information with anyone without the participant's consent (or the consent of their authorised decision-maker), unless the law requires or allows it, for example to prevent a serious threat to someone's life, health or safety, or to report an incident to the NDIS Commission or police. You will be trained in privacy and consent.

Participants are asked to sign a consent form about the use and release of their personal information, and can withdraw consent at any time. We need a participant's consent to:

- read information about them, such as medical records or their support plan
- give information to another provider, their family or their advocate
- collect data for funding bodies
- invite support people to a person-centred planning meeting
- deliver training or behaviour support programs that are part of their support plan
- give information to a doctor or dentist
- review their medication records to provide medication support.

Communication

With participants and families

Always check the support plan for the participant's preferred ways of communicating, and use them. We encourage families to stay involved with the participant. A family member needs the participant's consent to ask us for information or to request supports. Families and advocates can take part in planning the participant's supports through our person-centred planning meetings.

We support participants and their families by:

- communicating in ways they understand
- giving information about all available supports, including other services and agencies
- helping build trust and respect between workers, the family and the participant

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

- giving them opportunities to take part in planning supports
- creating opportunities to connect with other supports and the community
- helping them access counselling, advocacy and support services
- making our feedback and complaints process easy to access.

With workers

Clear communication between workers, participants and everyone involved is essential to person-centred, informed support. Your Operations Manager is your key contact for work questions and issues, and for information about your employment, such as pay, leave and appraisals.

Support work can sometimes feel isolating. We value your work and provide support and guidance through staff meetings, emails, newsletters and supervisor visits.

Interpreter Services

If a participant's preferred language is not English, we try to match them with a worker who speaks their language. When an interpreter is needed, we arrange a qualified interpreter, such as through TIS National (131 450), with the participant's consent. Check the support plan to see whether the participant needs an interpreter or uses another form of communication, such as Auslan. Record in the participant's notes when an interpreter was used and who attended.

Privacy and Confidentiality Policy and Procedure

We protect the privacy of participants, workers and everyone we deal with. We collect, store, use and share personal information in line with 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).

Think carefully about what you write and say about people, and about who can see or hear it. Privacy questions or concerns can go to our Privacy Officer through the office. People can also complain to the Office of the Australian Information Commissioner (1300 363 992, oaic.gov.au).

Management of Participant Information

Participant records are confidential. They are available only to the participant and to the workers directly involved in their supports, and are shared with others only with the participant's consent or where the law requires or allows it.

Electronic records are kept on secure, password-protected systems, with access limited to the workers involved. Paper records are kept in a locked filing cabinet at the office. NDIS records are kept for at least 7 years.

A participant can ask you about their support plan. You can tell them what is in the plan, but check with your supervisor if you are unsure about anything, and never give information you are not sure is correct.

Management of Your Personnel File

Your personnel file is confidential. Only authorised managers, People and Culture and you can see it. You can ask to see your file by contacting your Operations Manager or People and Culture. Records are kept

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

on secure, password-protected systems or in a locked filing cabinet at the office.

Equal Employment Opportunity Policy

We provide equal employment opportunity to all current and prospective workers and promote a fair workplace. We choose the most suitable person for each role, regardless of race, disability, sex, gender identity, age, sexual orientation, marital status, pregnancy, family or carer responsibilities, or religious or political beliefs.

Risk Management Policy and Procedure

We maintain a Risk Management Plan that identifies and addresses risks for our key stakeholders:

Stakeholder	Risks identified and addressed
Workers	Lack of suitably qualified staff; extended staff illness; injury from work health and safety hazards; pandemic management; risk-assessed roles
Participants	Environmental risks; disasters and emergencies; infection; hot water; medical conditions such as cardiovascular disease, pain, epilepsy and respiratory infections; transport; transitions to and from temporary supports; working in the participant's home; supports outside the home; interruptions to supports
Axis Supports	Loss of funding; delivering funded outcomes within budget; lack of suitably qualified staff; extended staff illness; damage to reputation and relationships; emergencies and disasters

Risk management procedure

We put the safety, health and wellbeing of participants and workers first. A risk to a participant or to you can have long-term effects, so we aim to remove risks or reduce them as far as possible. Tell your supervisor about any hazard or risk you identify so it can be acted on.

1. Identify the hazard and risk, and tell a relevant staff member.
2. Assess the hazard and risk.
3. Put risk controls in place.
4. Report the hazard and risk.
5. Monitor and maintain participant and worker safety.
6. Document the hazard, the risk and the circumstances.
7. Check that the controls have worked.
8. Management reviews risks to inform future planning and practice.

Continuous Improvement Policy and Procedure

We encourage participants and workers to give feedback and make complaints, and we use what we hear to improve our supports. Feedback often leads to changes in our procedures and processes, so that our supports keep meeting participants' needs.

You are an important part of our continuous improvement system. We welcome your feedback, and we give you feedback to help you develop your practice. Share any ideas for improvement with your

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

supervisor or management.

Gifts

Participants sometimes like to give gifts to workers. You may only accept a small gift that can be shared with the team, such as a cake or chocolates. Never accept money under any circumstances. Declare all gifts to management.

Complaints and Feedback Policy and Procedure

We welcome complaints and feedback from workers, participants, families and visitors. Anyone can submit a Complaints and Feedback Form to the Complaints Manager, or use our Anonymous Complaints and Feedback Form. People can complain without fear of reprisal. We focus on resolving issues and respect privacy and confidentiality.

If a participant makes a complaint to you, record it if needed and pass it to your Operations Manager or the Complaints Manager straight away. Never discourage anyone from making a complaint. Participants can take their complaint to whoever they feel comfortable with, including the NDIS Commission, and we offer an independent advocate if needed.

How we handle complaints

1. Management deals with complaints about our supports or services, and complaints about a worker.
2. A person can also contact an external body at any time, such as the NDIS Commission. Our full Complaints and Feedback Policy has more detail.

Complaint received from workers, participants, families, carers, advocates, members of the public or anonymous people.

▼

Complaints Manager (appointed by the Director) manages and records the complaint, decides whether it needs investigation, and works with the person to reach an outcome.

▼

Investigation: 1. acknowledge; 2. review the complaint and offer an advocate; 3. assess; 4. investigate and decide, with procedural fairness; 5. follow up after the complaint is closed.

▼

Document the feedback or complaint, the process, who was involved and the outcome in the Complaints Register. Records are kept for 7 years.

▼

Review: complaints are reviewed every quarter for trends, for action by management and the Director.

▼

Management meetings: complaint information is tabled at every meeting to identify improvements to policies, procedures and people practices.

Figure 1: Complaint process overview

Do not discuss a complaint with anyone other than the managers handling it.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Complaint contact details

Complaints Manager	Phone 1300 696 888 and ask for the Complaints Manager
Email	admin@axissupports.com.au (Canberra) or adminnsw@axissupports.com.au (Sydney)
Post or in person	Canberra office: Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911 Sydney office: Shop 1, 5 George Street, North Strathfield NSW 2137
NDIS Quality and Safeguards Commission	Phone 1800 035 544 (free from landlines), Monday to Friday 9am to 5pm in the ACT and NSW. TTY 133 677. National Relay Service: ask for 1800 035 544.
Email and website	contactcentre@ndiscommission.gov.au. ndiscommission.gov.au (online "Report an issue" form)
Post	NDIS Quality and Safeguards Commission, PO Box 210, Penrith NSW 2751
Anonymous complaints	The NDIS Commission accepts anonymous and confidential complaints.

Speaking Up and Whistleblower Protections

You can raise concerns about the quality or safety of supports, or about possible breaches of NDIS law or the NDIS Code of Conduct, with your Operations Manager, the General Manager or the Director, or directly with the NDIS Commission.

The NDIS law protects people who make these disclosures. The NDIS Amendment (Integrity and Safeguarding) Act 2026 extends these protections to former workers and participants. A disclosure no longer needs to include your name, or be made "in good faith", to be protected.

Axis Supports will not tolerate any reprisal, victimisation or disadvantage against anyone who raises a concern. Other whistleblower laws, such as those in the Corporations Act 2001, may also protect you.

Reportable Incident, Accident and Emergency Policy and Procedure

Our incident management system records and manages acts, omissions, events or circumstances connected with our supports that have harmed, or could have harmed, a participant. Anyone can report an incident or allegation, including workers, participants and members of the public. During orientation you will learn what to do when an incident happens. We monitor how incidents are handled and provide ongoing training.

What you must do

1. Make sure everyone is safe. Call **000** if anyone needs emergency help.
2. Tell your Operations Manager immediately, or the on-call coordinator outside business hours.
3. Complete an Incident Report Form as soon as possible, and before the end of your shift.
4. Follow any instructions from your manager or emergency services.

Reportable incidents

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Reportable incidents are serious incidents or allegations that Axis Supports must notify to the NDIS Commission. They are:

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

Axis Supports submits the notifications through the NDIS Commission Portal (My Reportable Incidents). Timeframes run from when Axis Supports becomes aware of the incident or allegation, which is why you must tell us immediately.

Reportable incident	Notify the NDIS Commission
Death of a person with disability	Within 24 hours
Serious injury of a person with disability	Within 24 hours
Abuse or neglect of a person with disability	Within 24 hours
Unlawful sexual or physical contact with, or assault of, a person with disability	Within 24 hours
Sexual misconduct against, or in the presence of, a person with disability, including grooming	Within 24 hours
Unauthorised use of a restrictive practice that has caused harm	Within 24 hours
Unauthorised use of a restrictive practice that has not caused harm	Within 5 business days
Follow up: 5 Day Form for incidents notified within 24 hours	Within 5 business days

The NDIS Commission may also ask for a final report.

Incident reporting contacts

Business hours	Your Operations Manager, through the office on 1300 696 888
Outside business hours	The on-call coordinator
Email	admin@axissupports.com.au (Canberra) or adminnsw@axissupports.com.au (Sydney)
Emergency	000

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

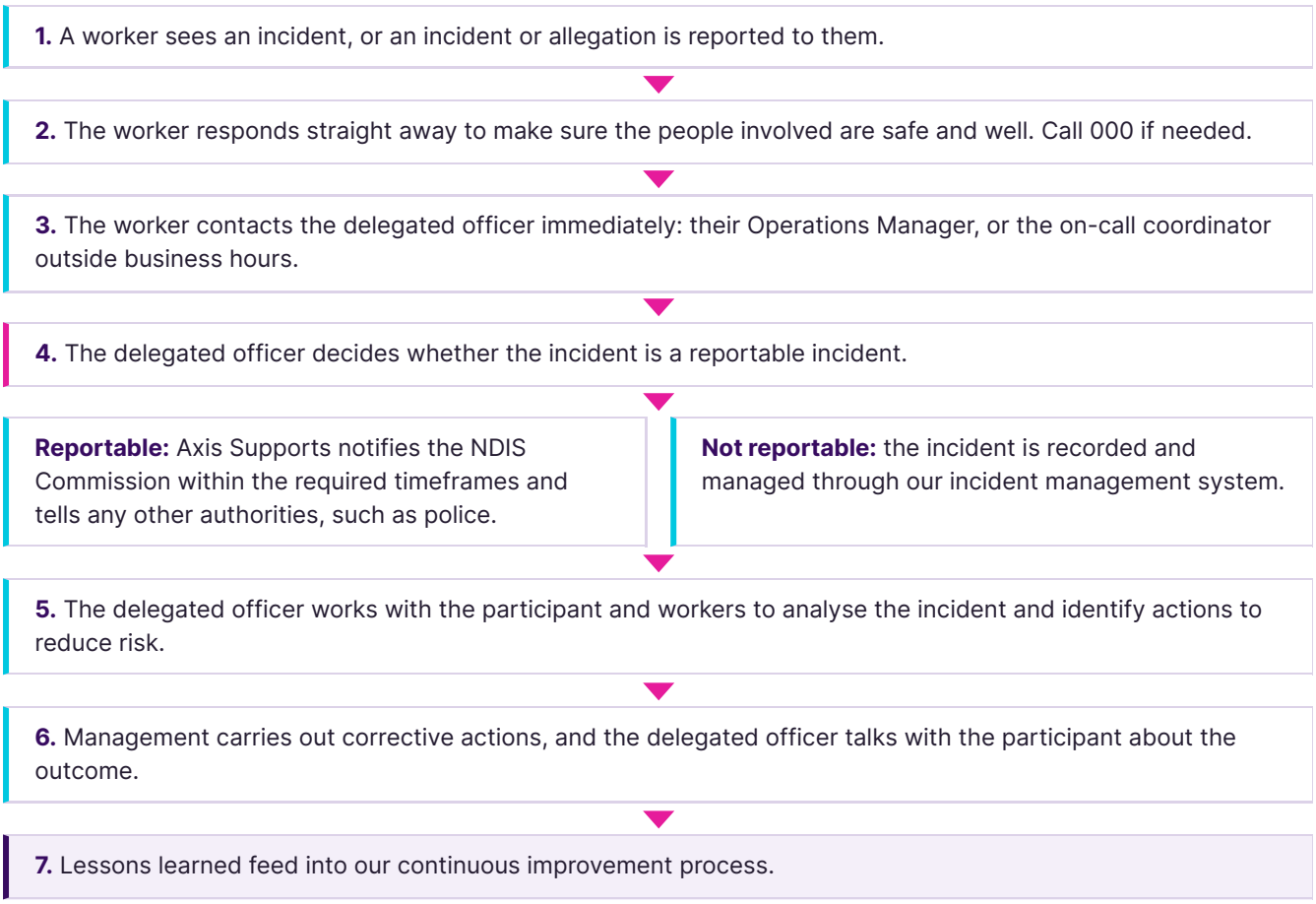


Figure 2: General incident overview

Restrictive Practices

A restrictive practice is any practice or intervention that restricts the rights or freedom of movement of a person with disability. The NDIS regulates five types: seclusion, and chemical, mechanical, physical and environmental restraint.

A regulated restrictive practice can only be used when:

- it is included in the participant's behaviour support plan, developed by an NDIS behaviour support practitioner
- it has been authorised under the ACT or NSW arrangements, where authorisation is required
- it is used as a last resort to reduce the risk of harm, in the least restrictive way and for the shortest possible time.

Providers that use regulated restrictive practices must be registered, and must report their use to the NDIS Commission every month. Any use that does not meet these conditions is an **unauthorised restrictive practice** and is a reportable incident.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Never use a restrictive practice unless it is in the participant's behaviour support plan and you have been trained to use it. If you see or use a restrictive practice that is not authorised, tell your Operations Manager immediately.

Working with Children Policy and Procedure

Every participant, and especially every child, has the right to feel safe and to live free from abuse, neglect, exploitation and harm. Prevention is the best protection, and you have a duty of care to follow our prevention strategies. Workers in risk-assessed roles must hold current clearances (see Worker Screening and Clearances).

You must report any signs of abuse, neglect, exploitation or harm of a child or young person to your Operations Manager immediately. They will make the required report to the child protection authority. Depending on your role and location, you may also be a mandatory reporter under ACT or NSW law. If a child is in immediate danger, call **000**. Failing to report child abuse can be a criminal offence. See Reporting Concerns About a Child in Section 4.

Assistance with Medication

Your Operations Manager talks with the participant and their family or advocate to assess their medication needs. If there are concerns about a participant's ability to manage their medication safely, a Self-Administration of Medication Assessment is completed.

Only workers who are trained and assessed as competent may assist with medication, and only as set out in the participant's medication plan. For participants with swallowing difficulties (dysphagia), check how their medication must be given so they can swallow it safely. Report any medication error or incident immediately.

Emergency and Disaster Management

Every participant must have an emergency preparedness plan. Help with practising the plan and give feedback so we can improve it.

Read and understand each participant's support plan and emergency preparedness plan. If you are unsure about anything, ask your supervisor so you know what to do in an emergency or disaster.

Drug and Alcohol

Working under the influence of alcohol or drugs increases the risk of injury and illness to you and others. Workers must:

- not work while affected by alcohol, illegal drugs or any medicine taken for non-medical purposes
- arrive fit to do their work safely, and tell their supervisor if a prescribed medicine could affect their ability to work safely
- not work, and be taken home, if they are affected. Axis Supports will arrange safe transport
- drink responsibly when representing Axis Supports or at an Axis Supports event. Your Operations Manager may ask you to stop drinking if you are not able to represent us appropriately or are at risk.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Workplace Aggression and Violence

We are committed to preventing and minimising the risk of aggression and violence towards or by participants, workers, volunteers and others. Aggression or violence by workers is never acceptable.

Some participants may show behaviours of concern that are linked to their disability. Before supports start, we assess these risks and put safety strategies in place, including a behaviour support plan where needed. Workers who support these participants are trained to recognise and respond to aggression safely.

If you feel unsafe, move to a safe place, call **000** if needed, and contact the office. Report every incident.

Mental Health and Wellbeing

We want a workplace that supports the wellbeing and mental health of workers and participants. We are committed to fair access to support, positive health practices and responding to the different needs of workers and participants. We identify and manage psychosocial hazards at work, such as high job demands, isolation and exposure to traumatic events.

Please tell us if you are struggling, so we can support you. We will work with you to put supports in place. You can also contact Lifeline on 13 11 14 or 13YARN on 13 92 76.

Dress Code

Workers must dress neatly and appropriately, keep good personal hygiene and present a clean, tidy and professional appearance. Our Disability Support Worker Dress Code Policy sets out these standards for every shift:

a. **Footwear.** Wear closed-toe shoes with a non-slip sole. Thongs (flip-flops) and open shoes are not allowed for safety reasons.
b. **Clothing fit.** Avoid loose-fitting clothing that can easily be grabbed, as this is a safety risk. Clothing should be clean, comfortable and modest, and allow you to move easily.
c. **Logos and messages.** Clothing with offensive or inappropriate logos, images or messages is not allowed.
d. **Nails.** Long or artificial nails are not allowed, as they can injure you or the participant and can carry infection. Keep nails short, clean and well maintained.
e. **Jewellery.** Hoop earrings and dangling jewellery are not allowed, to reduce the risk of injury. Keep jewellery minimal.
f. **Hair.** Tie long hair back securely so it cannot be grabbed. Keep a neat and tidy appearance.
g. **Clothing length.** Wear clothing of an appropriate length. Avoid low-cut tops, very short skirts and shorts, to keep a professional and respectful appearance.
h. **Weather.** Dress for the weather. Wear layers in colder months and breathable clothing in warmer weather. Bring a hat and sunscreen for outdoor activities.
i. **Personal protective equipment (PPE).** Wear PPE, such as gloves, when the participant's support plan, a risk assessment or infection control requires it.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

j. **Hygiene.** Be clean and well presented. Avoid strong perfume or aftershave, as some participants are sensitive to smells.

k. **Cultural and religious dress.** Cultural and religious dress is welcome as long as it is safe for the support you provide. Talk to your supervisor if you need help finding a safe option.

Not following the dress code may lead to disciplinary action. Raise any questions with your supervisor or the office on 1300 696 888.

Social Media

Our Social Media Policy sets the minimum standards for social media use while you work with Axis Supports. It covers all social media and online platforms, including messaging apps and online forums, on work and personal devices, during and outside working hours. Anything you post online can become public and can be traced back to you. You must follow these rules:

- Do not friend, follow, message or connect with any participant of Axis Supports on any social media platform, at any time. Contact with participants must only happen through approved work channels.
- Do not take, post or share any photos, videos, audio or information about participants, their homes or their supports.
- Do not share confidential information about Axis Supports, participants or other workers.
- Do not post anything that could bring Axis Supports, its directors or workers into disrepute, or that disparages them.
- Do not use social media to harass, bully, discriminate against or treat unfairly any worker, contractor, participant or customer.
- Do not suggest that your personal views are endorsed by Axis Supports.
- Do not speak on behalf of Axis Supports online unless management has authorised you to. Official Axis Supports accounts are managed by management.
- Do not use social media during working hours unless it is directly part of your duties, and do not let social media affect your work performance.

If you see content that may breach the policy or put a participant at risk, tell your manager straight away. A breach may lead to disciplinary action and may also breach the NDIS Code of Conduct and privacy law.

Infection Management

All workers must complete infection prevention and control training at induction and at least once a year, and be available for refresher training. Arrive at work in clean clothes, clean your hands before and after supporting each participant, use personal protective equipment (PPE) as required, and clean any surfaces that may be contaminated.

Mealtime Management

Some participants have specific mealtime needs, such as particular foods or food textures, seating positions or other strategies. Follow the participant's mealtime management plan and the relevant practice guides, such as for preparing texture-modified food, and respond to any emergency as the plan sets out.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Hot Water Safety

Monitor hot water at all times to prevent burns and scalds. You must:

- run the cold water first and last when filling a bath, and check the water temperature before the participant gets in
- monitor shower temperature to prevent scalding
- watch for hot substances and surfaces
- give first aid and call an ambulance (000) if a burn or scald happens, as our policy requires.

Work Health, Safety and Environmental Management Policy and Procedure

We maintain a work health and safety (WHS) system in line with the Work Health and Safety Act 2011 (ACT) and the Work Health and Safety Act 2011 (NSW), and we consult workers on decisions that affect their health, safety and welfare. The system aims to:

- prevent risk and injury to workers and others
- consult workers on managing risks
- set up and maintain safe systems of work
- provide training that is kept up to date with current regulations.

You must take reasonable care for your own health and safety and that of others, and follow our WHS procedures, including:

- using, putting on and taking off PPE correctly, such as gloves, masks and enclosed shoes
- using only approved chemicals and products
- using approved equipment in the correct way
- telling management if a doctor has diagnosed you with a short-term infectious illness
- completing a Hazard Report Form when needed, and reporting any injury straight away.

Support Planning Policy and Procedure

Support planning focuses on good outcomes for participants and is done collaboratively. The participant is at the centre of their support plan, which is built around their needs, interests and goals.

- Assessments are completed before supports start.
- The Operations Manager completes assessments face to face with the participant and their representative or advocate, at times arranged by phone. The participant is told they can have a representative present.
- An interpreter and information in the participant's language are arranged if needed.
- During assessment, the Operations Manager explains how we collect and use personal information, privacy and confidentiality, and advocacy.
- The Operations Manager reviews the assessment. The participant's strengths, independence and needs form the basis of planning discussions.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

- The support plan is developed with everyone involved. When the participant is happy with it, they sign it and receive a copy.
- Workers record the participant's goals, skills and strengths. Goals can change as the participant progresses.
- Workers record information during their work with participants so that supports continue to meet the participant's needs and goals.
- Assessments and support plans are reviewed regularly. If supports need to change, we consult the participant and their family or advocate.
- Support plans cover lifestyle, health, community links, vaccination, oral health, comprehensive health assessment, emergency and disaster planning, mealtime planning, and risks to the participant and in their support environments.

Participant Money Handling

Workers must not use a participant's bank cards at an automatic teller machine (ATM) or at EFTPOS. Never ask for, or know, a participant's personal identification number (PIN).

Continuity of Support Policy and Procedure

We aim to provide reliable, ongoing supports. Where possible, we match workers to participants who need their skills and knowledge, and Scheduling arranges rosters around workers' availability. If you speak another language or have links to a cultural community, Scheduling may match you with a participant looking for a worker with those qualities. We also consider where you live and try to give you work close to home.

Workers are allocated to participants on an ongoing basis so supports are predictable and consistent with the participant's plan, preferences and needs. If a participant's regular worker is absent, we will:

- arrange a suitably qualified replacement worker
- where possible, send a worker who has supported the participant before and knows their needs
- tell the participant about the replacement worker, and ask for their feedback afterwards
- make sure the replacement worker respects the participant's needs and preferences.

If you cannot work a shift, follow the Support Worker Late Cancellation Policy.

Networking and Community Engagement

We work with local networks and communities so participants have opportunities to take part in activities and interests they choose, such as faith groups, cultural communities and other groups. Being part of their community matters. If you have links with networks or communities that could help participants, let your Operations Manager know.

Employee Training and Personal Development

You must keep your knowledge and skills current for your role. For some roles, this includes keeping professional registrations current.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Every employee has a performance appraisal each year. It compares your performance with your position description, participant feedback, the supports you have delivered and the quality of your work. You can take part and give feedback. The appraisal may lead to:

- further training
- promotion
- increased pay
- more hours
- improvements to our policies and practices.

If you would like to do a professional training course, talk to your Operations Manager about your options. First aid qualifications may be part of your role requirements. Some workers will also complete regular WHS training, such as disaster management and manual handling. Everyone must complete the annual infection control refresher.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Section 4: Child Safe Principles and Additional Frameworks

Child Safe Standards in the ACT and NSW

Axis Supports supports children and young people with disability. We follow the 10 National Principles for Child Safe Organisations, and the child safe standards in each place where we work:

ACT	ACT Child Safe Standards Scheme (10 Child Safe Standards), overseen by the ACT Human Rights Commission (Children and Young People Commissioner).
NSW	Child Safe Standards under the Children's Guardian Act 2019, overseen by the Office of the Children's Guardian.

Both sets of standards are based on the National Principles. The way we put each principle into practice is set out below.

Principle 1: Leadership, governance and culture

Child safety and wellbeing are 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.
- A risk management plan is completed for each child we support.
- All workers follow the NDIS Code of Conduct and the Axis Supports Code of Conduct.

Principle 2: Children's rights and participation

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

- Children can express 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 the child and family on how best to build these links.
- Children can access abuse prevention information, such as Kids Helpline, and age-appropriate information about how adults should behave.
- Workers are alert to signs of harm and help children raise concerns in child-friendly ways. Workers are trained to support each child, and their skills are checked to identify training needs.

Principle 3: Families and communities

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.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

- Families and communities can give feedback on how we keep children safe, through feedback forms and meetings, and we act on it.

Principle 4: Equity and diverse needs

Equity is upheld and diverse needs are respected in policy and practice.

- Operations 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 each child's cultural needs at intake, and provide culturally safe, age-appropriate activities.
- Workers receive training and information about factors that increase a child's vulnerability to harm.
- Where possible, our workforce reflects the diversity of the participants we support.
- We adapt activities and supports so every child feels included, with a risk management plan and planning with the child and family.

Principle 5: Suitable and supported people

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

- Screening checks (NDIS Worker Screening, WWVP in the ACT and Working With Children Checks in NSW) are only one part of keeping children safe, so all workers receive child safety training at induction and every year.
- Managers who recruit workers understand child safe recruitment practices, and our job advertisements state that we value child safety.
- Recruitment includes a range of interview questions to check suitability, and background and reference checks are completed and recorded (see our Human Resource Management Policy and Procedure and NDIS Worker Screening and Risk-assessed Roles Policy and Procedure).
- Supervision includes regular checks that workers follow codes of conduct and our child safe policies. Operations Managers oversee supervision and hold supervision with each worker at least every quarter.

Principle 6: Child focused complaints processes

Processes to respond to complaints and concerns are child focused.

- We create a culture where complaints are taken seriously, and all adults take responsibility for children's safety.
- Workers are told at induction and in ongoing training that breaches of codes of conduct will lead to disciplinary action.
- Workers are given support and information on what to report and how, including to external bodies.
- Children, workers and others can make complaints through accessible processes. Our procedures explain likely timeframes, review processes and possible outcomes.
- Complaints and documents are handled confidentially (see the Complaints and Feedback Policy and Procedure), and processes are reviewed regularly and after complaints.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Principle 7: Education and training

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

- Operations Managers provide ongoing education and training for all workers, including the knowledge, skills and confidence to prevent and identify abuse, and to respond to and escalate complaints.
- Where higher risks are identified, extra training is provided, such as in positive behaviour support.
- Each Operations Manager is the child safety officer for their office and is responsible for child safety training.
- Training is reviewed regularly in line with emerging best practice.

Principle 8: Safe physical and online environments

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

- Operations Managers 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.
- Physical environments are arranged to improve natural sight lines while respecting a child's privacy.
- Higher-risk settings, such as cars and off-site locations, are managed with specific safety measures, such as spot checks.
- Children receive information about online safety and are encouraged to tell us about negative experiences. Workers and parents receive information about online risks, such as grooming, cyberbullying and sexting.

Principle 9: Review and improvement

Implementation of the child safe principles is regularly reviewed and improved.

- We maintain a culture of continuous improvement, so child safe policies and procedures are put into practice and reviewed even when staff change (see the Continuous Improvement Policy and Procedure).
- We value ongoing monitoring, open conversations and new ways to keep children safe.
- Child safe policies and practices are reviewed every year, against these principles and the ACT and NSW standards.
- Serious incidents are analysed to find root causes, identify risks to children and make improvements (see the Incident Investigation Form).
- Children are supported to give feedback, and we act on it.

Principle 10: Policies and procedures

Policies and procedures document how the organisation is safe for children and young people.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

- Operations Managers make sure our child safe policies and procedures are current, compliant and followed.
- Axis Supports is accountable for its policies and procedures.
- Workers are trained in, and understand, our procedures, especially how they relate to child safety.

Reporting Concerns About a Child

Tell your Operations Manager immediately about any concern for a child's safety. They will make the report to the child protection authority. You can also report directly.

Child in immediate danger	Call 000
ACT	Report a child at risk of significant harm to Children, Youth and Families on 1300 556 729, or online through the ACT Government website.
NSW	Child Protection Helpline 132 111 (24 hours, 7 days).
Complaints about services for children in the ACT	ACT Human Rights Commission, (02) 6205 2222, human.rights@act.gov.au

Additional Frameworks

NDIS Workforce Capability Framework

The Framework turns the NDIS Commission's principles, the Practice Standards and the Code of Conduct into clear, observable behaviours that providers and workers should show when supporting people with disability. It is written from the participant's point of view. It describes the core capabilities all workers need, and extra capabilities for supporting participants whose needs call for specialised knowledge or skills.

NDIS Psychosocial Disability Recovery-Oriented Framework

This Framework helps make the NDIS more responsive to participants living with psychosocial disability, and to their families and carers.

Positive Behaviour Support Capability Framework

This Framework sets out the knowledge and skills behind contemporary, evidence-based behaviour support. It provides a pathway for recognition and professional progression for behaviour support practitioners, with four levels: core, proficient, advanced and specialist.

It aims to strengthen safeguards for people receiving behaviour support and supports the reduction and elimination of restrictive practices. The NDIS Commission assesses behaviour support practitioners against this Framework to decide whether they are suitable to provide NDIS behaviour support.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Section 5: Key Contacts

Axis Supports

> **Office: 1300 696 888** (both offices). During business hours ask for your Operations Manager, Scheduling or the person you need. Outside business hours, contact the on-call coordinator.
>
> Canberra 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

NDIS and disability

NDIS Quality and Safeguards Commission	1800 035 544 (Monday to Friday 9am to 5pm in the ACT and NSW). TTY 133 677. contactcentre@ndiscommission.gov.au. ndiscommission.gov.au
National Disability Insurance Agency (plans and funding)	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). Abuse, neglect or exploitation of adults with disability in NSW.
ACT Human Rights Commission	(02) 6205 2222. human.rights@act.gov.au. 56 Allara Street, Canberra ACT 2601
Disability Gateway	1800 643 787 (Monday to Friday 8am to 8pm). Disability Advocacy Finder: askizzy.org.au

Work and pay

Fair Work Ombudsman	13 13 94. fairwork.gov.au (SCHADS Award, National Employment Standards, pay and leave)
Australian Taxation Office (tax and superannuation)	ato.gov.au
Office of the Australian Information Commissioner	1300 363 992. oaic.gov.au

Emergency and support

Emergency (police, fire, ambulance)	000
Police Assistance Line	13 14 44
Lifeline	13 11 14
13YARN	13 92 76
1800RESPECT	1800 737 732

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

Interpreters (TIS National)	131 450
National Relay Service	TTY 1800 555 630. SMS relay 0416 001 350
Child protection	ACT 1300 556 729. NSW 132 111 (see Section 4)

Document control

Document type	Handbook
Version	2.0
Effective date	October 2026
Next review	October 2027
Document owner	Director
Approved by	Director
Related documents	Code of Conduct; Privacy and Confidentiality Agreement; Complaints and Feedback Policy and forms; Incident Management Policy and Incident Report Form; Support Worker Late Cancellation Policy; Participant Not Home Procedure; Disability Support Worker Dress Code Policy; Social Media Policy; Conflict of Interest Declaration Form; Leave Form; Staff Orientation Checklist
Legislation and standards	Fair Work Act 2009 and National Employment Standards; SCHADS Award 2010; Superannuation Guarantee (Administration) Act 1992; NDIS Act 2013 and NDIS Rules; NDIS Amendment (Integrity and Safeguarding) Act 2026; NDIS Practice Standards (Core Module and supplementary modules, including SIL); NDIS Code of Conduct; Work Health and Safety Act 2011 (ACT) and (NSW); Privacy Act 1988 (Cth); Health Records (Privacy and Access) Act 1997 (ACT); Health Records and Information Privacy Act 2002 (NSW); Sex Discrimination Act 1984; Children's Guardian Act 2019 (NSW); ACT Child Safe Standards; Long Service Leave (Portable Schemes) Act 2009 (ACT); Community Services Sector (Portable Long Service Leave) Act 2024 (NSW); National Principles for Child Safe Organisations
Version history	v1.0 (January 2024) original issue. v2.0 (October 2026) full review: personal contact details and the old office address removed, both office addresses added; leave, breaks, pay, probation and superannuation updated to the SCHADS Award, the NES and Payday Super; worker screening, reportable incidents, restrictive practices, whistleblower protections and SIL Practice Standards updated; ACT and NSW child safe standards added; Axis Supports branding.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.