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# Our commitment to you

We aim to provide services that are respectful, inclusive, accessible and safe.

We understand some interactions can be complex or challenging. We want to support everyone in a professional and respectful way. This includes participants, nominees, carers, advocates, families and providers.

In return we ask that you treat everyone with courtesy, dignity and respect. This includes our staff.

When you interact with us, you can expect us to:

- treat you with courtesy and professionalism
- listen to your concerns
- consider your circumstances
- communicate clearly and respectfully
- support your right to ask questions, give feedback and make complaints
- help you to get the best possible outcome within the requirements of NDIS laws
- provide services in a way that is safe, inclusive and accessible.

# How you can help

You can help us provide a high standard of service.

We ask that you:

- treat others with courtesy and respect
- communicate in a constructive and respectful way
- give accurate and relevant information when asked
- tell us about changes to your circumstances

- give feedback about your experience so we can improve our services
- contribute to a safe environment in our offices and service locations.

## Everyone has the right to feel safe

We aim to provide safe workplaces and service environments.

We understand people may feel frustration, distress or anxiety when dealing with important matters that affect their lives. Our staff have training to help people in these situations and support positive and respectful interactions.

Behaviour that places the safety or wellbeing of participants, visitors, partners or staff at risk isn’t acceptable.

Examples of unacceptable behaviour include:

- threats, intimidation or harassment
- verbal abuse, offensive language or personal attacks
- discriminatory or hateful comments
- aggressive, violent or threatening behaviour
- damage to property
- behaviour that causes another person to feel unsafe.

## What happens if behaviour is unsafe or disrespectful

We may take steps to protect everyone involved if behaviour is unsafe or disruptive.

We may:

- end an interaction if it’s no longer safe
- change the way we communicate
- add safety measures for future interactions
- restrict access to certain locations or appointments
- involve emergency services or relevant authorities where there’s a serious risk to health, safety or security.

## Feedback and concerns

We welcome your feedback. Participants, families, carers, advocates and representatives can raise concerns when they arise.

Feedback helps us improve our services and better meet the needs of participants.

Learn more about providing feedback or making an enquiry with us.

## Working together

We can all work together to support a service that is safe, inclusive and delivers better outcomes for everyone.

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