

RAVEN

COMMUNITY CARE



RAVEN COMMUNITY CARE PARTICIPANT HANDBOOK

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Business/Trading Name: Raven Community Care

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TABLE OF CONTENTS

WELCOME4

Raven Community Care Management5

 About Raven Community Care5

 Our Mission.....5

 Our Vision5

 Our Values.....5

 Accountability and Operational Excellence.....5

 Our Services5

How Can I Access Services Offered by Raven Community Care?.....6

How It Works?7

 What Are My Rights and Responsibilities as a Participant of Raven Community Care?7

 Participants Responsibilities.....8

Person-Centred Support.....8

Individual Values and Beliefs 10

Early Childhood Support..... 10

Privacy and Dignity 11

Children and Young People’s Participation and VoiceIndependence and Informed Choice 11

Violence, Abuse, Neglect, Exploitation and Discrimination..... 13

Participant Money 13

Management of Medication 13

Feedback, Complaints & Advocacy 14

Complaints and feedback can be lodged in the following ways: 16

 National Disability Insurance Agency (NDIS Participants)**Error! Bookmark not defined.**

 Department of Social Services **Error! Bookmark not defined.**

 Abuse..... **Error! Bookmark not defined.**

 Australian Human Rights Commission..... **Error! Bookmark not defined.**

 Employment..... **Error! Bookmark not defined.**

 Health **Error! Bookmark not defined.**

 Advocacy and Complaint Appeal Groups include:**Error! Bookmark not defined.**

Person Centred Plans 16

Service Agreement 20

 A Service Agreement contains: **Error! Bookmark not defined.**

TABLE OF CONTENTS

Cancellation Policy.....	20
Communication – Participants, Participant Representatives, Families, Carers	21
Participant Exit Planning.....	21
We will ensure:.....	Error! Bookmark not defined.
Visit Us in Person:	21
Contact us by phone.....	21
Contact us online	21
Signatures.....	22

WELCOME

Congratulations on your decision to engage with Raven Community Care. We warmly welcome you and look forward to building a positive, respectful, and supportive partnership. At Raven Community Care, our purpose is to support you to achieve your goals, exercise your choice and control, and uphold your rights at all times. We are committed to providing a safe, inclusive, and empowering environment for all participants, including children and young people. As a child-safe organisation, we have zero tolerance for abuse, neglect, exploitation, or harm, and we actively work to ensure that children and young people feel safe, are listened to, and are supported to participate in decisions that affect them.

This Participant Handbook is designed for all individuals involved in your care and support, including the participant, parent or carer, person responsible or guardian, identified personal representative, service providers, support workers, and any other relevant stakeholders. It provides an overview of Raven Community Care, the services we offer, your rights and responsibilities, and our policies, procedures, and child-safe practices. This handbook should be read alongside your NDIS Plan and your individual Service Agreement, as these documents outline your specific supports and funding arrangements.

While this handbook is intended to be a helpful guide and reference tool, it is not an exhaustive document. Raven Community Care is committed to continuous improvement, and this handbook will be regularly reviewed and updated to reflect service changes, legislative requirements, including Child Safe Standards under the Children’s Guardian Act 2019, and feedback from participants and stakeholders. You will be notified of any significant updates as they occur. If you require further information, have any questions, or would like to provide feedback or suggest improvements, please do not hesitate to contact Raven Community Care directly, as we value open communication and your input in maintaining a safe and high-quality service.

Email: admin@ravencommunitycare.com.au

Phone: **1800 038 440**

OUR COMMITMENT TO CHILD SAFETY

Raven Community Care is a **Child Safe Organisation**. We are committed to protecting children and young people from harm and ensuring their safety, wellbeing, and rights are upheld at all times.

We have **zero tolerance** for abuse, neglect, exploitation, or harm.

Our practices align with the **Child Safe Standards under the Children’s Guardian Act 2019**, and we actively implement systems, policies, and procedures to keep children safe.

RAVEN COMMUNITY CARE MANAGEMENT

About Raven Community Care

Our Mission

- To empower, encourage and enable people who are ageing and have disabilities to enhance their quality of life with dignity & respect
- To evaluate and exceed stakeholders' expectations
- To provide care focused on the holistic view of an individual

Our Vision

Raven Community Care's vision is to create a resilient and empowered community in partnership to support people with disability to live a great life with choice

Our Values

Empowerment

Dignity

Respect

Trust

Integrity

Innovation

Accountability and Operational Excellence

We are accountable for all decisions that we make and actions that we take, and we are committed to driving a culture of continued learning.

Our Services

National Disability Insurance Scheme (NDIS)

We can assist you with the following NDIS support categories:

0102 Assist Access/Maintain Employ

0106 Assist-Life Stage, Transition

0107 Assist-Personal Activities

0108 Assist-Travel/Transport

0115 Daily Tasks/Shared Living

0116 Innova Community Participation

0117 Development-Life Skills

0120 Household Tasks

0125 Participate Community

0128 Therapeutic Supports

Participant Handbook



0133 Specialised Supported Employment

0136 Group/Centre Activities

HOW CAN I ACCESS SERVICES OFFERED BY RAVEN COMMUNITY CARE?

Raven Community Care is a child-safe and NDIS-registered provider committed to ensuring that all children and young people can access supports in a safe, respectful, and supportive environment. Services can be accessed through self-referral or third-party referral (such as a parent, carer, guardian, school, or other professional).

As part of the NDIS self-directed funding model, participants and their families have choice and control over the services they receive and the providers they engage. Raven Community Care works in partnership with children, young people, and their families or guardians to ensure supports are tailored to their individual needs, goals, and safety requirements.

Once a referral or enquiry is received, a member of our management team will respond promptly, typically on the same day, to answer any questions and arrange a suitable time to speak with you. A representative from Raven Community Care will then arrange a meeting with the participant and their parent, carer, or guardian to discuss support needs, personal goals, and any risks or safeguarding considerations. We place a strong emphasis on child safety, ensuring that the voice of the child or young person is heard and that their wellbeing is prioritised at all times.

Following this, we will work collaboratively with you to develop an individualised support plan and Service Agreement that outlines how supports will be delivered in a safe and appropriate manner. This includes clear expectations, boundaries, and safeguards in line with the Child Safe Standards under the Children's Guardian Act 2019.

Raven Community Care maintains regular communication with participants and their families and will review and update supports as needed to ensure they remain effective, appropriate, and safe. We are committed to continuous improvement and encourage feedback at all times to help us maintain a high standard of care and child-safe practice.

Contact Details

Email: admin@ravencommunitycare.com.au

Phone: 1800 038 440

Your success and happiness are our goals.

HOW IT WORKS?

We provide you with the support that you need to build your confidence and maximise your potential. Working in partnership with you we will assist you to explore all your options and apply a creative and effective methodology to assist you to manage your funding package and achieve your goals.

Our approach is not a one size fits all approach, you are an individual, your aspirations and support requirements will differ to other individuals who we support. We will tailor our support services to meet your needs.

You can decide how much decision-making you will like. We can also assist you to become independent in managing your financial services.

We are here for you, what do you need?

What Are My Rights and Responsibilities as a Participant of Raven Community Care?

Participants are our organizational focus; we at Raven Community Care acknowledge your rights and actively promote your rights through our services and service delivery model. As Participants of Raven Community Care there are also expectations and standards in place to support a strong and mutually agreeable partnership.

- The Participant has access to all information about themselves held by the organisation.
- In cases where a Participant has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements
- The Participant, with their permission, their person responsible must be involved in decisions about their plan. Plans will be developed including goals, activities, services and time frames.
- The Participant will be made aware of the standard of service, which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Participant, is responsive to the social, cultural and physical needs of the Participant and their family.
- The Participant's services should be decided with the Participant's agreement. Participants have the right to refuse a service.
- The Participants have a right to complain about the service they are receiving without fear of being disadvantaged.
- Complaints by Participants will be dealt with fairly, promptly and without discrimination. The Participant may involve an advocate of their choice to represent his/her interests.

Participant Handbook



- A person-centred approach will ensure the Participants' views and choices will be at the centre of all planning and evaluation of the service maximising social participation and cultural inclusion.
- Participant's rights to privacy and confidentiality will be respected at all times.
- Participants have a right to information and support to understand and exercise their legal and human rights.
- Under the NDIS Code of Conduct 2024, participants have the right to receive support that promotes their dignity, respect, and independence. Raven Community Care supports each participant's right to self-determination and ensures decision-making support is available if needed.

Participants Responsibilities

Participants are required to advise Raven Community Care if they are going to be absent from the service or a scheduled meeting. We ask that a minimum of 24 hours' notice is provided, notice can be provided in any acceptable communication format being phone, email, voice mail message or face to face.

- Participants need to take responsibility for the results of any decisions they make.
- Participants are to play their part in actively participating in the service.
- Participants need to respect the property of Raven Community Care.
- Participants need to be punctual.
- Participants need to provide accurate information about themselves.
- Person Responsible / Participant Representative/Parent/Guardian responsibilities
- Person Responsible / Participant Representative Parent or Guardian will act in a way that respects the rights of the Participant and staff.
- Person Responsible / Participant Representative / Parent or Guardian will speak to the staff and make requests in respectful ways.
- Person Responsible / Participant Representative/ Parent or Guardian will share appropriate information only with the correct people.
- Person Responsible / Participant Representative/ Parent or Guardian will work with the Raven Community Care's representative to ensure information is correct and clearly explained.

PERSON-CENTRED SUPPORT

At Raven Community Care, we adopt a person-centred approach that places the child or young person at the centre of all decisions relating to their life, supports, and future. As a child-safe organisation, we are committed to ensuring that every child and young person is respected, heard, and supported in a way that prioritises their safety, wellbeing, and rights at all times.

A person-centred approach involves actively listening to the child or young person, working collaboratively with their parents, carers, or guardians, and involving other important people in their life where appropriate. This includes sharing ideas, building capacity, seeking feedback, and continuously adapting supports to meet their evolving needs and goals. We recognise that children

Participant Handbook



and young people may communicate in different ways, and we ensure their voice is heard and understood in a manner that is safe, inclusive, and appropriate to their age and development.

Our goal is to understand what each child or young person wants and needs to live a meaningful and fulfilling life, while ensuring that all supports are delivered in a safe environment free from harm, abuse, or neglect. We value the important role of families, carers, and support networks in helping to identify strengths, build skills, and support positive outcomes.

Across all our services, we ensure that supports are flexible and tailored, allowing children, young people, and their families to make informed choices about how, when, and by whom supports are provided. When working with a child or young person, we always consider their strengths, interests, communication preferences, cultural background, and the people they want involved in their support, while maintaining a strong focus on safeguarding and child-safe practices in line with the Child Safe Standards under the Children’s Guardian Act 2019.



INDIVIDUAL VALUES AND BELIEFS

Raven Community Care recognises and respects the unique values, beliefs, and lived experiences of every child and young person we support. As a child-safe organisation, we are committed to providing care that is respectful, inclusive, and free from discrimination, ensuring that all children and young people feel safe, valued, and understood.

We acknowledge that each child or young person, and their family, may experience and interpret situations differently based on their individual needs, cultural background, personal experiences, and support networks. Our approach is to provide supports that are sensitive, non-judgemental, and responsive to these differences, while always prioritising safety and wellbeing.

Children, young people, and their parents, carers, or guardians are actively involved in decision-making about their supports. We work collaboratively to ensure their voices are heard and respected, and that their rights are upheld in line with child-safe practices and the Child Safe Standards under the Children’s Guardian Act 2019.

We believe that all children and young people have the right to grow, learn, and develop in environments built on trust, acceptance, and empathy. We support each individual to build confidence, develop skills, and increase independence at a pace that is appropriate to them, ensuring they feel safe and supported throughout this process.

Our support workers are trained to uphold the principles of safeguarding and child safety, and they are committed to recognising and responding to the needs of each child or young person. We believe in each individual’s capacity for growth and self-determination and work alongside families and support networks to foster positive, safe, and meaningful outcomes.

EARLY CHILDHOOD SUPPORT

Starting intervention early is the best way to support the development and wellbeing of children with disability or developmental delay. It can help children develop the skills they need to take part in everyday activities. Sometimes children who get early intervention might not need long-term support.

Raven Community Care can support children under 9 years old who have developmental delay or disability, under the updated NDIS Early Childhood Intervention Guidelines 2024. Access to support does not always require a formal diagnosis. Please refer to our policy on Early Childhood for more information.

PRIVACY AND DIGNITY

- Raven Community Care is committed to protecting the privacy, dignity, and rights of all children and young people, ensuring their safety and wellbeing at all times as a child-safe organisation.
- We comply with the NDIS (Participant Service Charter and Consent Rules) Rules 2024 and relevant privacy legislation to ensure all information is collected, used, and stored lawfully and appropriately.
- We only collect information that is directly relevant to providing safe, effective, and appropriate supports, in line with our duty of care and safeguarding responsibilities.
- We seek informed, voluntary, and documented consent from the parent, carer, guardian, or authorised representative before collecting information from, or sharing information with, other services or professionals.
- Children and young people are supported to understand and participate in decisions about their personal information in a way that is appropriate to their age, development, and communication needs.
- All personal information is stored securely and protected from unauthorised access, misuse, or disclosure.
- Access to personal information is limited to authorised Raven Community Care staff who require it to safely and effectively deliver supports.
- We ensure that personal and sensitive information is not left visible or accessible to unauthorised individuals, including staff not involved in the participant's care or members of the public.
- Participants and their families have the right to know what information is held about them and can request access to this information at any time.
- We are transparent about the type of information we collect, why it is collected, and how it is used, ensuring this is clearly explained to families and, where appropriate, to the child or young person.
- Personal information is only retained for as long as it remains relevant to service delivery and our legal and duty of care obligations.
- Raven Community Care maintains dignity and confidentiality in all interactions, documentation, and communication.
- Any concerns, complaints, or breaches relating to privacy, dignity, or confidentiality are taken seriously and will be promptly investigated, addressed, and documented.
- All actions are taken in line with safeguarding requirements and the Child Safe Standards under the Children's Guardian Act 2019 to ensure the ongoing safety and protection of children and young people.

INDEPENDENCE AND INFORMED CHOICE

At Raven Community Care, we are committed to supporting children and young people to exercise choice and control in a way that is safe, age-appropriate, and respectful of their rights as a child-

safe organisation. We work in partnership with parents, carers, and guardians to ensure that all decisions about supports are informed, clearly understood, and made in the best interests of the child or young person.

We encourage and support children and young people to express their views, preferences, and goals, ensuring their voice is heard in a way that aligns with their age, development, and communication needs. Families and representatives play an important role in this process, and we work collaboratively to ensure supports are tailored, safe, and responsive to each individual's needs.

Raven Community Care will take the time to meet with you to discuss your NDIS plan, helping you understand your options and how supports can be delivered in a way that best suits your circumstances. We are committed to providing clear and transparent information so that families can make informed decisions about services and supports.

Participants and their families can request changes to supports at any time, and we will respond promptly to ensure services remain appropriate, effective, and safe. All decisions and choices are supported within a framework that prioritises safeguarding, risk management, and the wellbeing of the child or young person, in line with the Child Safe Standards under the Children's Guardian Act 2019.

CHILDREN AND YOUNG PEOPLE'S PARTICIPATION AND VOICE

At Raven Community Care, we believe that children and young people have the right to be heard, respected, and actively involved in decisions that affect their lives. As a child-safe organisation, we ensure that every child or young person is supported to express their views in a safe, inclusive, and meaningful way. We recognise that children and young people may communicate in different ways, and we are committed to ensuring their voice is heard and understood in a manner that prioritises their safety, dignity, and wellbeing.

We will ensure:

- Children and young people are provided with **clear, age-appropriate information about their rights**, including their right to feel safe, be listened to, and speak up if something is not right
- Children and young people are given **opportunities to express their views, preferences, and feelings** in ways that suit their communication needs, abilities, and development
- We actively **listen to children and young people**, and their views are taken seriously and considered when making decisions about their supports, care, and overall service delivery
- The voices of children and young people help inform how we **improve our services, policies, and practices**, ensuring they remain safe, responsive, and effective
- Children and young people are provided with **safe and accessible ways to raise concerns**, including speaking to a trusted staff member, parent/carer, or making a complaint
- Our staff actively **encourage and support children and young people to participate in decision-making**, ensuring their choices and preferences are respected wherever possible
- Staff are trained to work with children and young people in a way that supports **engagement, inclusion, and participation**, including those with disability, trauma, or diverse communication needs.

All children and young people we support have rights, including:

Participant Handbook



- The right to **feel safe and protected** from harm, abuse, neglect, and exploitation
- The right to **be listened to and taken seriously**, especially when expressing concerns or feelings
- The right to **have a say in decisions** that affect their life, supports, and wellbeing
- The right to **be treated with dignity, respect, and fairness**, regardless of their background or abilities
- The right to **privacy and confidentiality**
- The right to **access support from a trusted adult or advocate**
- The right to **raise concerns or complaints without fear of getting in trouble**

We support children and young people to understand their rights in a way that is appropriate to their age, development, and communication needs.

VIOLENCE, ABUSE, NEGLECT, EXPLOITATION AND DISCRIMINATION

At Raven Community Care, the safety and wellbeing of children and young people is our highest priority. As a child-safe organisation, we have zero tolerance for any form of violence, abuse, neglect, exploitation, or discrimination. We are committed to creating safe, inclusive, and supportive environments where children and young people feel protected, respected, and valued at all times.

We ensure that all supports are delivered in environments that are appropriate to the individual needs of each child or young person, with risks clearly identified, assessed, and actively managed. Our staff are appropriately screened, qualified, and trained in child-safe practices, and have the skills and experience required to provide safe, person-centred support. We expect all workers to uphold the rights, dignity, and safety of every child and young person, and to act immediately if there are any concerns.

Raven Community Care has clear processes in place to recognise, respond to, report, and manage incidents. All concerns or incidents are taken seriously, responded to promptly, and used as an opportunity to improve our practices and strengthen safeguards. We are committed to listening to children, young people, and their families, and ensuring they feel safe to raise concerns without fear.

In line with the NDIS Practice Standards 2024 and the Child Safe Standards under the Children's Guardian Act 2019, we take proactive steps to prevent harm by promoting a culture of safety, consent, accountability, and continuous improvement.

PARTICIPANT MONEY

Participants Money will not be handled at Raven Community Care.

MANAGEMENT OF MEDICATION

At Raven Community Care, the safe management of medication for children and young people is a key priority and forms part of our commitment as a child-safe organisation. Medication is managed

in a way that prioritises the safety, wellbeing, dignity, and rights of each child or young person at all times.

All medication supports are provided in accordance with Raven Community Care’s policies and procedures, the NDIS Practice Standards, and relevant safety guidelines. We ensure that appropriate consent is obtained from the parent, carer, guardian, or authorised representative before any medication support is provided. Where appropriate, children and young people are also supported to understand and participate in decisions about their medication in a way that is suitable to their age and development.

Our staff are appropriately trained and competent in medication management and follow strict processes for the safe administration, storage, and documentation of medication. This includes maintaining clear and accurate records, adhering to prescribed instructions, and monitoring for any side effects or concerns. Any medication-related incidents or errors are taken seriously, reported promptly, and managed in line with our incident management and child-safe procedures.

Raven Community Care works closely with families, carers, and relevant health professionals to ensure medication is managed safely and effectively. If you require further information about medication management, our team is available to provide guidance and support.

FEEDBACK, COMPLAINTS & ADVOCACY

At Raven Community Care, we encourage open communication and value feedback from children, young people, parents, carers, and all stakeholders. As a child-safe organisation, we are committed to ensuring that everyone feels safe, respected, and supported to raise concerns, provide feedback, or make a complaint at any time.

We recognise the rights of participants under the NDIS framework, including the right to make a complaint anonymously, access independent advocacy, and be protected from any form of disadvantage or reprisal when raising concerns. We maintain a zero-tolerance approach to victimisation or negative consequences for anyone who speaks up.

Children and young people are supported to express their views and concerns in ways that are appropriate to their age, development, and communication needs. We ensure their voices are heard and taken seriously, and that they feel safe and supported throughout the process.

Raven Community Care has established clear Feedback and Complaints Policies and Procedures that are aligned with the NDIS Practice Standards and the Child Safe Standards under the Children’s Guardian Act 2019. All staff are trained to respond appropriately to feedback and complaints, with a strong focus on safeguarding, transparency, and accountability.

We aim to resolve concerns as early as possible through a collaborative and respectful approach, while ensuring the safety and wellbeing of the child or young person remains the priority. Where required, we will support participants and families to access independent advocacy services or assist in contacting the NDIS Quality and Safeguards Commission or other relevant authorities.

Information about how to provide feedback or make a complaint will be explained during the initial meeting and regularly discussed throughout service delivery. Raven Community Care is committed to continuous improvement, and all feedback and complaints are used to strengthen our services and enhance child-safe practices.

Participant Handbook



Feeling Safe and Speaking Up

At Raven Community Care, we want all children and young people to feel safe at all times. If something doesn't feel right, you have the right to speak up and be listened to.

Children and young people can raise concerns about their safety in the following ways:

- Talk to a **trusted support worker**
- Speak to your **parent, carer, or guardian**
- Ask to speak with a **manager or another staff member**
- Call or ask someone to help you call **Raven Community Care**
- Tell another trusted adult such as a **teacher, therapist, or advocate**

You can also:

- Ask for help to make a **complaint**
- Have someone you trust **speak on your behalf**
- Make a complaint **without getting in trouble**

We will always:

- Take your concerns **seriously**
- Listen to you and support you
- Take action to help keep you safe.

Access to Policies and Procedures

Raven Community Care is committed to transparency and ensuring that parents, carers, and families have access to important information about how we operate and keep children safe.

- Parents, carers, and families can **request access to any of our policies and procedures at any time**
- This includes policies relating to:
 - Child safety
 - Complaints and feedback
 - Incident management
 - Privacy and confidentiality
- Policies can be provided in a format that is **accessible and easy to understand**
- Information about how to make a complaint or raise a concern is **clearly explained and regularly communicated**
- Our team is available to **explain any policy or process** to ensure families feel informed and confident.

COMPLAINTS AND FEEDBACK CAN BE LODGED IN THE FOLLOWING WAYS:

Raven Community Care encourages all children, young people, parents, carers, and stakeholders to provide feedback or raise concerns at any time. As a child-safe organisation, we are committed to ensuring that everyone feels safe, supported, and respected when speaking up. There will be no negative consequences for making a complaint, and all concerns will be taken seriously and handled confidentially.

Complaints and feedback can be provided in the following ways:

- In writing via email at admin@ravencommunitycare.com.au or by calling **1800 038 440** to speak with a member of our team or the Director
- Speaking directly with your Support Coordinator, either face-to-face or over the phone.
- Requesting a meeting with the Director to discuss your concern or complaint in person.
- Completing the Raven Community Care Complaints and Feedback Form available upon request.

We aim to resolve concerns as quickly and fairly as possible. Where a complaint cannot be resolved immediately, the Director will provide an initial response and outline the steps that will be taken to manage and resolve the matter. You have the right to appeal if you are not satisfied with how your complaint has been handled or the outcome provided.

Children and young people will be supported to raise concerns in a way that is appropriate to their age, development, and communication needs. We can also assist you in accessing independent advocacy services or external complaint bodies if required.

At Raven Community Care, we are committed to providing a **safe, accessible, and child-focused complaints process** that supports children and young people, as well as their families, carers, staff, and volunteers, to raise concerns confidently.

We will ensure:

- All children and young people can raise concerns in a way that is safe, supported, and easy to understand, without fear of getting in trouble
- Complaint information is provided in age-appropriate, easy-read, and accessible formats, including verbal explanations, visual supports, and interpreter services where required
- Our complaints process is inclusive and culturally safe, supporting children and families from Aboriginal, CALD, disability, and diverse backgrounds.
- Children and young people can have a trusted adult, advocate, or support person assist them in making a complaint

How we communicate complaints information:

- Information about how to make a complaint is clearly explained to children, young people, families, carers, staff, and volunteers at the start of services and throughout support delivery
- Complaints processes are regularly discussed during child safety and child protection training for all staff and volunteers

Participant Handbook



- Children and young people are reminded that they can speak up at any time if they feel unsafe or unhappy

Fair process:

Raven Community Care ensures that all complaints and allegations are handled in a way that is **fair, respectful, and transparent to everyone involved.**

We will:

- Treat all people involved in a complaint with respect, dignity, and impartiality
- Ensure that no assumptions are made, and all parties have the opportunity to share their perspective
- Keep everyone informed about the process and outcome, where appropriate
- Maintain confidentiality and privacy, in line with legal and safeguarding requirements
- Take steps to ensure the safety and wellbeing of the child or young person is always the priority

Support during the complaints process:

- Children and young people will be supported in a way that is appropriate to their age, development, and communication needs
- Families and carers will be kept informed and supported throughout the process
- Access to independent advocacy services will be offered where needed.

What You Can Expect from Support Workers and Professionals at RCC:

At Raven Community Care (RCC), all support workers and professionals must behave in a safe, respectful, and professional way at all times when working with children and young people.

You can expect RCC support workers and professionals to:

- Treat you with **respect, kindness, and dignity**
- Listen to you and take your concerns seriously
- Support you in a way that makes you feel **safe and comfortable**
- Respect your **privacy and personal boundaries**
- Speak to you in a **safe and appropriate way**
- Follow your support plan and agreed routines
- Never make you feel scared, unsafe, or uncomfortable

What is NOT okay:

It is NOT okay for any RCC support worker or professional to:

- Yell at you, threaten you, or intimidate you
- Touch you in a way that makes you feel uncomfortable

Participant Handbook



- Ignore you or not listen when you speak up
- Ask you to keep secrets that make you feel unsafe
- Bully, shame, or discriminate against you

External Complaints and Advocacy Services

If you feel your concern has not been resolved, or you would prefer to speak to an independent organisation, you can contact:

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website: www.ndiscommission.gov.au

NDIS (National Disability Insurance Agency)

Phone: 1800 800 110

Email: feedback@ndis.gov.au

NDIS Participant Support and Advocacy Hub

Phone: 1800 950 752

Website: www.ndisadvocacyhub.gov.au

Department of Social Services

Phone: 1800 634 035

Email: complaints@dss.gov.au

Website: www.dss.gov.au

National Disability Abuse and Neglect Hotline

Phone: 1800 880 052

TTY: 1800 301 130

Translating and Interpreting Service: 131 450

Email: enquiries@disabilityhotline.org

Website: www.disabilityhotline.org

(Open 8am–8pm AEST, 7 days a week)

Australian Human Rights Commission

Phone: 1300 656 419

Email: complaintsinfo@humanrights.gov.au

Website: www.humanrights.gov.au

Mental Health Emergency Response Line

Metro: 1300 555 788

Rural: 1800 552 002

Advocacy Services

Raven Community Care supports your right to access independent advocacy. Advocacy services can help you understand your rights and speak up if you feel unsafe or unheard. Services include:

Client Handbook

Raven Community Care

Page 18 of 22

Rev.2 – 18.07.2025

Participant Handbook



- Advocacy Support Groups
- People with Disability Australia (PWDA) – Phone: (02) 9370 3100 or 1800 422 015
- Website: www.pwd.org.au

PERSON CENTRED PLANS

At Raven Community Care, we adopt a person-centred approach that places the child or young person at the centre of all decisions relating to their supports, development, and future. As a child-safe organisation, we are committed to ensuring that all supports are delivered in a way that prioritises safety, wellbeing, dignity, and the rights of children and young people at all times.

Person-centred service delivery focuses on each child or young person’s strengths, needs, interests, and goals. We support children and young people, in partnership with their parents, carers, guardians, and support networks, to have a meaningful say in the supports they receive. We recognise that children and young people may communicate in different ways, and we ensure their voice is heard and respected in a manner that is appropriate to their age, development, and communication needs.

Person-Centred Plans are developed in collaboration with the Support Coordinator, the child or young person, and their parent, carer, guardian, or person responsible when commencing services. These plans outline individual goals and the supports required to achieve them, while ensuring that any risks are identified and managed appropriately. Plans are reviewed at least every six (6) months, or earlier if required, to ensure supports remain safe, relevant, and responsive to changing needs.

Our approach aims to build each child or young person’s capacity, independence, and confidence over time, while ensuring they are supported in a safe and nurturing environment. Families and support networks play an important role in this process, and we work collaboratively to achieve positive and meaningful outcomes.

Monitoring and Continuous Improvement of Child Safety

- We regularly review our child safe policies, procedures and practices to ensure they remain effective and up to date with legislation and best practice.
- We collect and review information from incidents, complaints, feedback and audits to identify risks and improve our systems.
- Children, young people, families, staff and stakeholders are encouraged to provide feedback about safety and service quality.
- We conduct regular internal audits and supervision to ensure staff are following child safe practices.
- Lessons learned from incidents or concerns are used to improve our practices and prevent harm.
- Our organisation is committed to continuous improvement and will update systems, training and supports as needed.

SERVICE AGREEMENT

All participants will have a Service Agreement in place when commencing services following the approval of their NDIS Plan. A Service Agreement is separate from a Person-Centred Plan and outlines the formal arrangement between Raven Community Care and the participant and their family or representative.

The Service Agreement is designed to be clear, transparent, and easy to understand. It will include information about the supports to be provided, how and when they will be delivered, the associated costs, and how services will be funded and managed. It also outlines the roles and responsibilities of both the participant (and their parent, carer, or guardian) and Raven Community Care, as well as processes for cancellations, changes to supports, managing concerns, and ending the agreement.

In line with the NDIS Service Delivery and Agreement Rules 2024, Service Agreements include a plain English summary of key terms to ensure families fully understand their rights and obligations. Participants and families are supported to ask questions, seek clarification, and make informed decisions before signing the agreement.

If any issues arise, Raven Community Care will work collaboratively with families to resolve concerns in a timely and respectful manner, always prioritising the safety and wellbeing of the child or young person. Where required, participants and families also have the right to raise unresolved concerns with the NDIS Quality and Safeguards Commission.

For more information about Service Agreements, you can visit the NDIS website or contact the NDIS on 1800 800 110.

CANCELLATION POLICY

Cancellation by the Participant (Parent/Carer/Guardian):

If a scheduled support is cancelled less than 48 hours prior, or if the child or young person is not present at the agreed time and location, this is considered a short-notice cancellation. In these circumstances, Raven Community Care may charge up to 100% of the agreed fee in line with NDIS Pricing Arrangements to cover staff time and travel. We understand that children and young people may experience unexpected changes in health, behaviour, or personal circumstances, and a reasonable and compassionate approach will be taken where safety or wellbeing concerns are present.

Cancellation by Raven Community Care (Provider):

If Raven Community Care needs to cancel a scheduled support, we will provide as much notice as possible and make every effort to offer an alternative arrangement to minimise disruption. We are committed to ensuring continuity of care and prioritising the safety and wellbeing of the child or young person. All cancellations can be communicated via email, phone, or text message, and further details are outlined in the Service Agreement in accordance with NDIS guidelines.

COMMUNICATION – PARTICIPANTS, PARTICIPANT REPRESENTATIVES, FAMILIES, CARERS

Communication is through a variety of methods. Examples include, but are not limited to, plans, group

emails, telephone, email, our organizational website, and meetings.

PARTICIPANT EXIT PLANNING

Raven Community Care is committed to supporting children and young people, and their families, through safe and well-planned transitions or exits from our services. As a child-safe organisation, we prioritise the safety, wellbeing, and best interests of the child or young person throughout this process.

We will ensure:

- Participants, along with their parent, carer, or guardian, are supported through a safe, planned, and collaborative transition or exit process
- A written Transition/Exit Plan is provided, outlining steps, supports, and any relevant safeguarding considerations
- The safety, wellbeing, and continuity of care for the child or young person are prioritised at all times
- Feedback from participants and families is sought and documented to support continuous improvement
- Exit planning is fair, transparent, non-discriminatory, and includes referrals to appropriate services where required
- Participants and families are supported to make informed decisions during the transition process
- A copy of the Exit Planning Policy and Procedure is available upon request for further information

VISIT US IN PERSON:

Address: 1/171-173 Orchard Road, Chester Hill

CONTACT US BY PHONE

Phone: 1800 038 440

CONTACT US ONLINE

Email: admin@ravencommunitycare.com.au

Participant Handbook



SIGNATURES

I confirm that I have read, understand, and agree to the above policies including the cancellation policy, payment process, feedback procedure and my responsibilities.

The parties agree to the terms and conditions of this service agreement.

Participant or Legal Guardian Signature

Name: _____

Date: _____

Raven Community Care Representative Signature

Name: _____

Date: _____