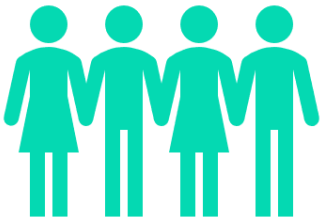
Children and Young People's Handbook in Easy English

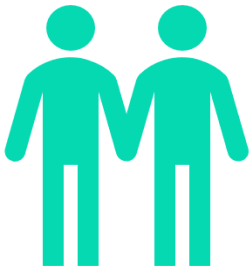
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Section 1 Policy and Rights

	This document tells you about **your rights.**

	**Australian laws** respect the rights of people with disability. The laws say you: • should be **included in community life, and** • have the **same rights** as all other Australians.
	**What are your human rights?**
	You should be: • **safe** in your home and anywhere else • treated with **respect** • part of your cultural **community.**

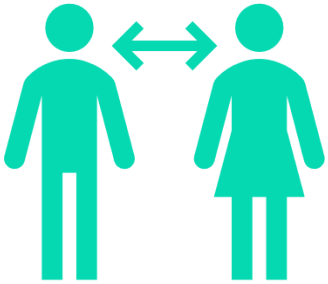


You should be able to:

- **participate** in your **religion**
- express your **sexuality**
- communicate in your family's **language**.



You also have rights when working with Spot Therapy Hub and other disability support providers.



You have the right to:

- receive good quality services
- tell us what you want
- choose the type of support worker you want
- make your own choices.



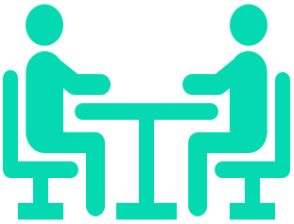
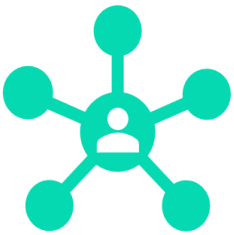
You also have the right to:

- be safe
- get help when you need it
- try new things and take risks.

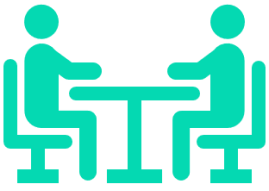


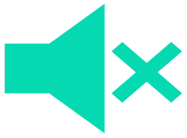
How does Spot Therapy Hub respect your rights?

	Spot Therapy Hub will: ● keep you **safe** ● show you **respect and** respect **your privacy** ● **treat you well** ● **help you** make your own choices ● **listen to you** ● **involve your family, advocate and other support carers** (if you want us to).
	We will also: ● ask you to tell us **what supports you want and the type of worker you need** ● keep your **personal information private.**
	We can also help you find an advocate if you need one.

	You can safely: ● **make complaints** and provide feedback to us ● tell us if you want to use another provider.
	We will **follow your instructions** unless we feel that you may get hurt. We will then talk to you and your advocate/family about any risks to help you make a safe decision.
	We also make sure our support workers follow our Service **Code of Conduct.**

	This document will help you understand **advocacy and who an advocate is**.
	Advocacy is when a person publicly helps to **promote, provide and protect your human rights**
	Advocacy can help **your voice be heard and your wishes met.** Advocacy can **be used to help you become part of your community**
	Sometimes you might find it **hard to say what you want.** You might want someone to: ● **support** you ● **speak up** for you ● be your **voice.**
	An advocate can be that person. An advocate is someone who provides a public voice for you if you cannot or do not want to speak up for yourself.

	This document will help you understand **advocacy and who an advocate is**.
	An advocate should be fair and treat everybody in the same way.
	You can ask someone **you trust** to be your advocate, like your: • mum or dad • brother or sister • close friend.
	Or you can ask a **professional, independent advocate** to help you and be your voice. They can help you make good decisions and choices right for you.
	Your advocate should always: • **listen** and **support** you • **take your side** • **help you make your own good choices and decisions**

	This document will help you understand **advocacy and who an advocate is**.
	Your advocate can **help you**: • get ready for **meetings** • tell people/providers **what you want** • **by signing documents** for you**.**
	Importantly, your advocate **can represent you and speak on your behalf.**
	Your advocate can help you **make a complaint** if you are not happy **with:** • supports provided • the way you have been treated.
	Your advocate **can speak for you** and tell us how **you have been mistreated**. They will help us understand the **support and assistance you need**.
	Your advocate must keep your information **private.**

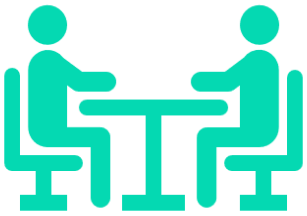
	This document will help you understand **advocacy and who an advocate is**.
	Not sure how t**o find an advocate**?
	Talk to the Practice Manager at Spot Therapy Hub. Call: (02) 9326 6000 They will help you find an advocate.
ndis National Disability Insurance Scheme	Our Admin team can also help you go online to use **the** NDIS Disability Advocacy Finder

	This document tells you **about your privacy and your personal information.**
	To help us provide you with the proper support and services, **we collect and store personal information** about you.
	We use your personal information to work with you to **design supports and care that meets your** needs.

	Personal information can include: • your **name, address and phone number** • **your advocate**'s contact details • details about **people who you are close to** (mum, brother or a good friend) • **supports** you need

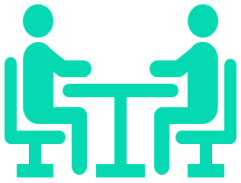
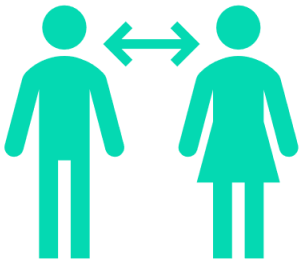
	• your **medical records** • other **support providers** you use • **why and how** we are helping you.
	It is Spot Therapy Hub 's **responsibility to keep** your personal information **private and safe.**
	We **only share** your information with others if **you say "yes"** or if the law says we must.
	You can say 'no' when asked to share your information with government agencies (like the NDIS). This instruction means you **opt-out of sharing** your personal information.
	We will ask you to **sign an information consent form.** The form **gives us your approval** to use your personal information.

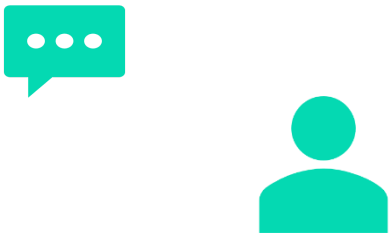
	We also ask you to include all the people with whom you are happy to share your personal information on the form**.**
	Your information will **only be shared** with **people who you have said can see it,** like: ● an advocate ● a trusted person ● other support providers ● support workers ● government organisations that support you.
	**You have rights** when it comes to the management of your personal information.



You can:

- **ask our admin team to see** your personal information at anytime
- tell us **to correct** wrong or incomplete information
- **tell us if you think the** information is wrong and must be deleted
- **be part of our policy and practice** development by telling management how we work with you.

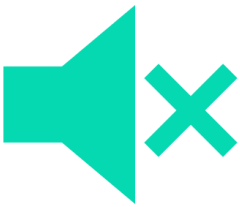
	This document tells you **how to make a complaint or give feedback**
	**Spot Therapy Hub wants** you to give us **feedback or make a complaint** if you are unhappy.
	It is **okay to complain** if you are not happy. Tell us when you are upset about: ● the **supports** you received ● your **support workers** ● **Spot Therapy Hub.**
	If you do not feel comfortable telling us about your complaint, **you should tell someone you trust** like your: ● mum or dad ● brother or sister ● support worker. **Ask them to help you make a complaint.**

	Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.
	We can **help you find** an advocate if you want. Ask our Admin team to help you. Call them on 02 9326 6000.
	**How do you make a complaint or provide feedback to us?**
	You can **talk** to: • your **support worker** • our **Complaints Manager** • the **admin team.**
	You can **call or email our Complaints Manager** directly: • Call: 02 9326 6000 • Email: manager@spottherapyhub.com.au

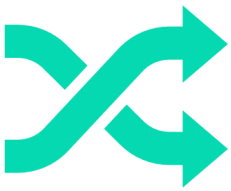
	You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager: manager@spottherapyhub.com.au Ask the Complaints Manager or your support worker for a copy of the form.
	**You can fill in the participant survey** we send to you every year.
	You can make a complaint **at any time** directly to the **NDIS Commission:** Call: **1800 03 55 44** Or go to their website: www.ndiscommission.gov.au
	You can make a **complaint and remain anonymous.** Anonymous means we will not know who you are.

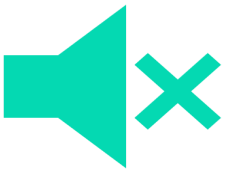
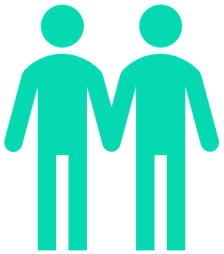
 	To be anonymous, use the **Anonymous Complaint and Feedback Form** provided at your intake meeting: 1. **Complete the form** (your advocate can do this for you).

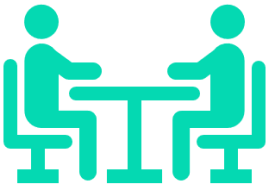
	2. **Mail it back to us** using the stamped, self-addressed envelope provided.
	**Remember,** if you complain anonymously, we **cannot provide you with a response,** as we will not know who you are
	We take **all complaints and feedback** we receive **seriously**. **They help us to improve our service and supports** **for you!**
	**How do we manage your complaint or feedback?**
	Our **Complaints Manager** will: • **talk** with you about your problem • **listen** to your voice • **write** everything you say down • **plan** to fix your problem with your input.
	**Complaints Manager** will: • try to **fix your problem**

	• **contact you regularly** to tell you how the issue is being fixed.
	To keep you safe, if your complaint or feedback involves someone being put **in danger of being hurt,** we will tell the police and the NDIS.
	We **keep** everything **you tell us privately.**
	If **you are unhappy** with the way we handle your feedback or complaint, you can **tell the NDIS Commission:** • Call: **1800 03 55 44** (free call from a landline) • Go to their website: www.ndiscommission.gov.au

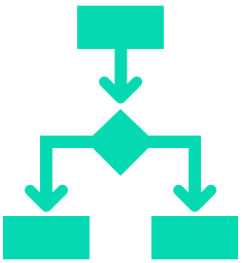
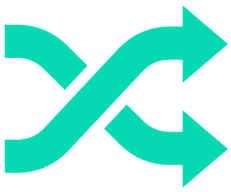
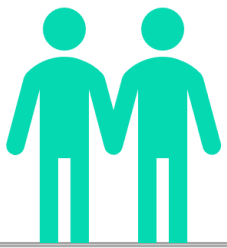
Conflict of Interest	
	This document explains what a **conflict of interest is** and what Spot Therapy Hub does to manage them

Conflict of Interest	
	A conflict of interest is when a staff member's interests are different to Spot Therapy Hub 's or your best interests
	Our staff should always do what is best for you and Spot Therapy Hub.
	Our staff's interests are called **private interests**
	A **private interest** can be: • **direct** – something owned by the person • **indirect** – something owned by a family member or a close friend.
	**A private interest** can also be: • **financial** – getting money from it • **non-financial** – builds personal relationships in the community or with friends and family.

Conflict of Interest	
	It is **okay** for staff to have a conflict of interest, **as long as they tell Spot Therapy Hub.** We can **then decide** what to **do** about their conflict of interest to **manage it.**
	A conflict of interest may be: ● **actual** – it happened ● **potential** – it could become a problem ● **perceived** – it seems like a conflict but is okay as long as it is monitored.
	A conflict of interest is **wrong** when a staff member uses it to **get more than they should** for themselves or their friends.
	A conflict of interest can happen if a staff member's **close friends or family become involved in work decisions**.

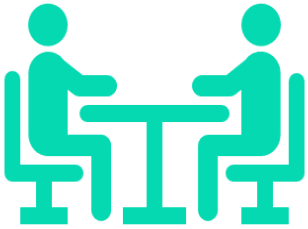
Conflict of Interest	
	A conflict of interest can happen if **a staff member gets extra money** by working for a **different company** at Spot Therapy Hub.
	A conflict of interest happens when our **staff**: • are **involved with another organisation** • **encourage you** to use the other Provider to receive support.
	**How does Spot Therapy Hub manage a staff conflict of interest?**
	We ask our **staff to tell us** (declare) their **conflict of interest as soon as possible.**
	Our admin team **assesses all staff conflicts of interest** to ensure they will not severely impact our organisation or you.

Conflict of Interest	
	Our admin team will **manage and monitor** all declared conflicts to ensure they continue not to impact you or us.
	We regularly check that conflicts of interest **are not impacting** Spot Therapy Hub 's: • support provision • quality of support • good decision-making
	**How do we ensure there is no conflict of interest with a participant?**
	Our ${Manager Position} will discuss any identified conflicts of interest that could impact the support you receive.
	Our admin team will explain how we **will manage the conflict**

Conflict of Interest	
	We want you to **tell us** if **you are unhappy** about managing the conflict of interest.
	We will **work with you** to try and **make changes** to make you happy.
	**Any decisions you make about your providers or supports will not impact the current supports we provide you.**
	**Using other providers will not impact the quality of support you receive from Spot Therapy Hub.**
	**If we cannot fix the conflict of interest and you are unhappy, we may refer you to another provider**
	We will t**alk with you about this**. We will find the **best way** to continue receiving the support you need.

Conflict of Interest	
	If you **are referred to another provider,** we will **assist with your transition** from our service.

	This document tells you **what an incident is** and how **Spot Therapy Hub manages them.**
	There are **two types:** 1. A general incident 2. A reportable incident.
	A **general incident** is when: • a person **causes you harm** or could have caused you harm • **you hurt someone** else • you feel that someone is **going to hurt you.**
	**A reportable incident** is when one of the following happens: • a death • a serious injury • harm • neglect • sexual misconduct • unregulated use of restrictive practices.
	If your worker believes you have been harmed or may be at risk of being harmed, they will call the Child Abuse Reporting Line to protect you.

	If you are involved in an incident, you must **immediately tell our Admin Team, your support worker or a trusted person.**
	Our Admin Team **will meet with you to record** what was said and done during the incident.
	Our Admin Team will ask you: • **what happened** • the names of **people who saw** the incident • **when you told someone** about the incident (date and time) • details of the **person you told** • how the incident **affected you** • what could be **done** to **stop the incident from happening again.**
	Your **safety is important** to us. After an incident, **we will provide support or assistance** to help you recover from the incident**.**

	**We will support you by:** • **fixing** the incident quickly • helping you look **after your health and wellbeing** (where we can).
	We will regularly **keep you up to date** with **managing the incident.**
	The Admin Team will **contact you to:** • **talk about what happened** • **tell you** what **actions we** will take **to fix** the incident • explain to you what **steps** have already been **taken**
	We will ask for your: • **feedback** and t**houghts** on how we are fixing the problem • **ideas a**bout any changes that could **help you in the future.**
	Our Admin Team **investigates the incident** to work out what happened and stop it from happening again.

	We then **complete a review** of the incident **to improve our service by:** • **learning** what happened • **making changes** to stop it from happening again.
	Some changes we might make could be to: • change our practices • change our policies • retrain our staff.
	**Reportable incidents**
	A **reportable incident** is when you or another participant are **badly hurt** or **mistreated.**
	**If a reportable incident happens,** Spot Therapy Hub must **tell** the **NDIS Commission** and the Department of Child Protection**.**

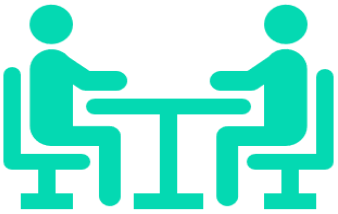
	We must **complete an NDIS Reportable Incident Form**. 1. Immediate Notification Form 2. 5-Day Notification Form
	Spot Therapy Hub must send the form to the NDIS Commission using the **NDIS portal.**
	The **NDIS Commission reviews the incident.** They will tell us if we need to take **any further action.**
	We will **update you on the NDIS Commission's findings,** including any actions we must take
	We **keep** everything **you tell us privately.**
	If **you are unhappy** with the way we handle your incident, you can **tell the NDIS Commission:** • Call: **1800 03 55 44** (free call from a landline)

	● Go to their website: www.ndiscommission.gov.au

	This document tells you how Spot Therapy Hub **prevents or manages** harm, risk of harm, neglect and exploitation.

	You have **the right** to enjoy a life **free from violence, harm, neglect and exploitation**.
	**You should always feel safe** when receiving support from us**.** If you **do not feel safe**, tell your worker immediately.
	**Violence** is when someone **hurts you physically** (like hitting, punching or slapping you).

	**Harm** is when someone **mistreats you** and might hurt your body or feelings.
	**Neglect** is when someone is **not caring for you or helping you** how they are supposed to.
	**Exploitation** is when someone is taking **advantage of you**.
	Spot Therapy Hub **does not allow** any acts of violence, harm, exploitation or neglect towards you.
	It is our **responsibility to protect you** and **keep you safe**.

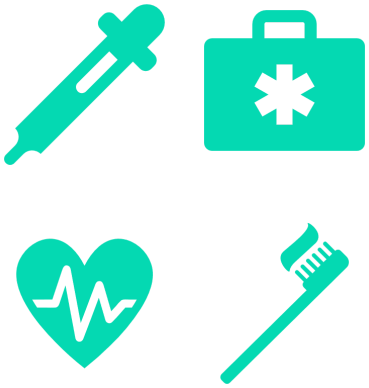
	We want you **to tell us if someone hurts you** or if you **do not feel safe when with someone**.
	If you do not feel comfortable telling us, **you should tell someone you trust** like your: ● mum or dad ● brother or sister ● support worker.
	Or you can get help from a **professional, independent advocate**.
	We can **help you find** an advocate if you want. Ask our ${Manager Position} for help. Call [insert phone number].

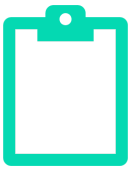
	You can also get help by calling the **National Disability Abuse Hotline** on **1800 880 052.**
	To **keep you safe**, we will: • make sure our **staff follow the rules** • **train staff** on how to help you • keep your **information private.**
	Spot Therapy Hub will always: • **support you** if something terrible happens • **call the police or Child Abuse Report Line (CARL)** if necessary.
	We will always: • **listen to you** or your advocate • provide you with the **support you need** • **keep you updated** on what is going on.

	If you are not happy with how we are helping you tell the **NDIS Commission:** Call **1800 03 55 44** Go **online** **www.ndiscommission.gov.au**

Section 2 Planning and Supporting

	Your **voice** is essential for us to know how to work with you**.**
	Please tell us about your needs and requirements.
	Your Support Plan is designed with you at the centre of all actions.
	Our staff will look at your current NDIS Plan funding to ensure that we have the services you need.
	To create your plan, we may need to talk to your family, health providers and others (with your permission)
	We will consult with you about many supports such as: • Living skill development • Your interests, leisure and community group involvement • Travelling and transport needs

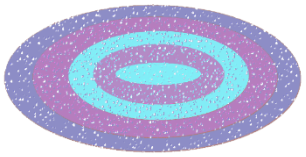
 	We will consult about: • family relationships • cultural requirements, e.g. food, • spiritual Identity – religious needs • communication methods
	Your safety is checked: • physical environment • personal emergency plan tested
	Your health needs are assessed: • medical needs • general health requirements • high-intensity requirements • allied health services • comprehensive health • vaccination support • oral health
	We look for risks so we can get rid of or reduce them

	We will **create** risk strategies with you and **train** our staff in these
	Your Support Plan is reviewed every year
	If your needs change, then we will review your plan earlier
	You will need to **sign** your Support Plan
	We will provide you with a **copy** of the Support Plan

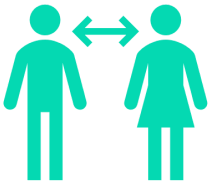
	Your safety is essential to your support
	Assessing risks to you will occur regularly. Your risk assessment starts at your initial intake, then at least annually.
	When your situation changes, we will undertake another risk assessment.
	A risk is when it is probable that a specific event or activity may lead to you or someone else being hurt.
	We assess risks by asking: • What could go wrong? • How often? • How bad? • Is there action needed?
	A strategy will be written for any risk and recorded in your Support Plan.

	Your safety is essential to your support
	We will discuss your risks and their strategies with you.
	If we think an activity has high real or potential risk. We will talk to you about the risks. You can agree to undertake this activity (Informed-Consent)
 	Your environment is checked for: • Trips and falls • Electrical issues – cords • Hot water temperature • Medication storage • Pets • Physical environment – stairs etc
	Your emotional environment is checked to ensure the people around you are supportive and not hurting you.

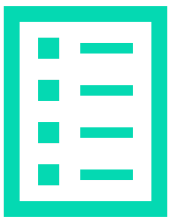
	Your safety is essential to your support
	We look for risks so we can get rid of or reduce them
	We will create and train staff in your risk strategies
	If your needs change, then we will review your risks earlier

	Your safety is our priority.
	We will assess your environment to make sure you are safe.
	Our checks will look at your floors to help reduce your risks – trips and falls
	Our team may check your **flooring** – any rips, tears or lifting flooring or rugs.
	Our checks will look for any **electrical** problems such as cords hanging or frayed
	We will make sure your **hot water** is at the right temperature to prevent you from burns or scalds
	Your **medication storage** is checked.

	Your safety is our priority.
	If you have **pets**, a plan will be devised to prevent any incidents between the pet and our staff.
	Please do not smoke when our staff are present.
	Sometimes we may have to wear masks to stop you and us from getting sick.
	Our team will make sure that we clean to prevent germs from spreading.
	Our team may wear gloves so we don't make you sick
	Wash your hands regularly, especially after using the toilet or blowing your nose

	Your safety is our priority.
	To keep you safe, our team will wash their hands, wear gloves and use hand sanitisers.
	If we clean your home, we will ensure we clean all surfaces and get rid of all rubbish as your plan says.
	If you are sick, please tell us, so we know how to manage your support.
	We will talk to you at least every year about your safety
	Talk to us any time if you are unsure or feel unsafe.

	We will work with you to create an emergency plan.
	Your emergency plan will reduce and get rid of any risks during an emergency or disaster.
	An emergency is any sudden, urgent, unexpected event that may cause grave risk to your health, life or environment
	A disaster can be prepared for and may cause loss of life, damage or hardship (such as fire and flood)
	Your emergency plan ensures continuous support and manages your safety needs.
	Your emergency plan reviews what is critical to your safety, health and wellbeing

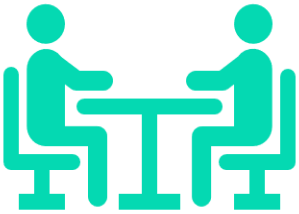
	Your emergency plan considers planning and responding to an emergency and disaster
	Your emergency plan will look at potential changes, adapting and rapidly responding to ensure your support.
	We will write the communication strategies for you and your network into the plan.
	We will **test** the emergency plan
	**You can give feedback** on what worked and what needs to change.
	Our management reviews all the information we gain from your test and the current situation.

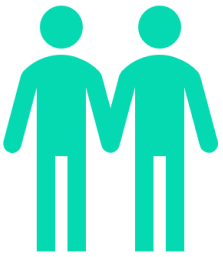
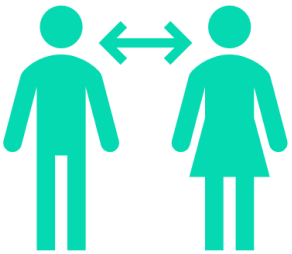
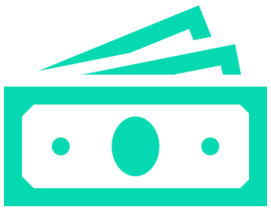
	Your staff will be **trained** and know your plan and how to help you.

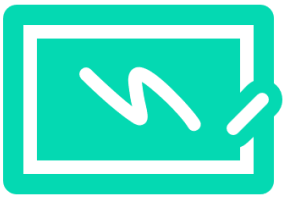
	This document tells you a Service Agreement **and why you need one.**
	A **Service Agreement** is a **document.** It is an **agreement between you and your service provider.** The **service provider** is the person or organisation that supports you (like Spot Therapy Hub).
	When you agree on the services you want from the Provider, it is **written down** in the Service Agreement.
	The Service Agreement says that you and your **Provider agree to the services they will provide.**

	To **show that you agree, you sign** the Service Agreement. **We (the Provider) will also sign** the agreement
	The Service Agreement helps make sure you receive the right services **for you**.
	Your Service Agreement is helpful because it **provides everything agreed to in writing**.
	If you need help entering a Service Agreement, you can **ask a trusted person to support you.** A trusted person might be a **family member, carer, a friend or an independent advocate.**

	Your trusted person (advocate) **can speak on your behalf.**
	Your trusted person (advocate) can **sign your Service Agreement** for you (but only if you say that is okay).
	**What information should be in a Service Agreement?**
	We will meet with you and ask you to talk to us about the support you want.

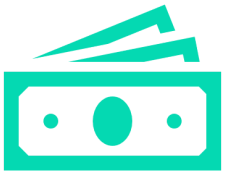
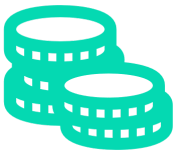
	We want you to tell us: ● what type of **support do you need** ● how you **want your support** provided ● the type of **support worker** you want to work with ● **when you need** supports ● **how long** you will need the support.
	**We will talk to you** about: ● the supports **we can provide** ● your rights and responsibilities ● our **responsibilities** ● anything **special that we must consider**.
	It is a good idea to **bring a copy of your NDIS Plan** to your Service Agreement meetings. (If you want, we can put a copy of your plan in your agreement.

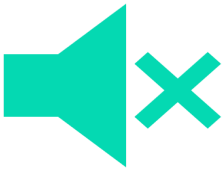
	Once we both have **agreed on supports and costs,** we will write the Service Agreement. We will then provide two copies for you to read and sign.
	The Service Agreement will include what is expected from **you and us (our responsibilities).**
	We will explain **our responsibilities** to you. We will **explain your responsibilities which you must meet.**
	The Service Agreement will include **information about costs.** It will include how much our service will cost you.

	**When do you sign the Service Agreement?**
	After you, or your trusted person, has read the Service Agreement.
	After you or your trusted person have had **your say** and are **happy that the Service Agreement meets your needs.**
	You only **sign the Service Agreement** if you **agree** with what is written in it. There will be **two copies to sign** (one for you and one for us).
	**You sign the** agreement, and then **we will sign it.**

	We will **give you a copy** of your Service Agreement, and we will keep a copy in your file.
	Do not forget to keep your **copy in a safe and private place.**
	You can **change or end** your Service Agreement with us. Just talk to our ${Manager Position} to change an agreement.
	To **end an agreement,** simply **tell us in writing (if you can).** Please give us the **right amount of notice** (check what is written in your Service Agreement).

	We will provide you with the support you need to leave our service.
	This document tells you how we will look after your **money and property.**
	**You are the owner of your money and property**. If **you say it is okay**, we can help **you buy things** with your money, and **we will use your property to deliver your services.**
	We can only use your money or property if **you have agreed,** which **is written in your Service Agreement and Support Plan.**
	You agree to our staff helping you use by completing the **Participant Money and Property Consent Form**.

	**Property:** ● Our staff will **only use your property** if needed to help deliver your services. ● You must tell us it is **okay to use** your property. ● We will **add a list of properties** used in your Support Plan.
 	**Money:** ● **You tell us** how you want to spend your money. ● Our **staff cannot touch your money** without permission.
	If you ask a support worker to **help you spend your money**, they must check they can **with our ${Manager Position}.**
	Our **staff cannot use your PIN** or **get money from an ATM** because this is your **VERY private information**.

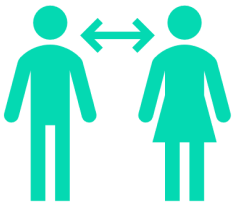
	If a support worker helps you with your money, they **must follow our rules** to keep you and your **money safe**.
	**Our staff will keep receipts** for things they have used your money to buy. They will **keep a record** of all of your money that has been spent.
	Staff will **count out your money** with you **before buying** something. They will **count out your change after buying** something. You will both **sign a document agreeing** your money was correctly spent.
	Spot Therapy Hub will tell you **how and when your money was spent every month.**
	Our staff **cannot give you any advice or information about money matters**.

	If we think someone is **misusing your money or property,** our Admin team will tell you.
	The Admin team will: • **investigate, record evidence** and **write a report** • **tell the police** or other authorities, if needed • **provide additional support** to you (if required).
	If you want help after the Service Agreement is written, we will: • **talk to you about the** support needed • **write everything** in your notes.
	The Admin team will include the help you need in your **Service Agreement and Support plan and give you an updated copy.**

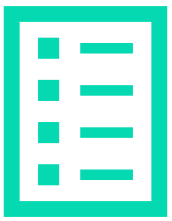
	If **you are unhappy** with how we manage your money or property, you can tell **the NDIS Commission:** • Call: **1800 03 55 44** (free call from a landline) • Go to their website: **www.ndiscommission.gov.au**

Section 3: Working with you

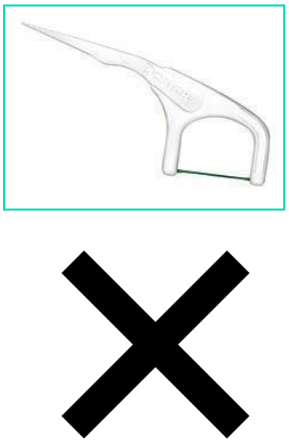
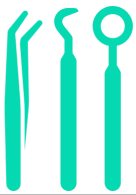
	**Your voice** is essential to us
	Please **speak** to us and **tell us** what you want or what we need to change.
	Tell us how **best to connect** with you.
	Let us know if you need an **interpreter** – Auslan, language
	Do you want us to send an email?
	Is phoning you the best?
	We will record what you tell us and let our staff know what you want.

	Tell us if you are interested in giving our management team regular feedback to improve our service
	Our contact information: Bookings: 02 9326 6000 (making and cancelling) Accounts: 02 9326 6000 Feedback: 02 9326 6000 (positive and negative)
	Remember, **your input and voice** are essential to us providing your support

	Tell us **your mealtime needs and preference**
	We will make sure your meals are nutritious and have the right texture.
	A **Speech Therapist** works with you to plan your mealtime needs – texture, thickness and other needs
	The **SpeechTherapist** assesses your nutrition and swallowing to see if you need texture-modified food and fluids
	The **Speech Therapist** reviews your risks
	Your **risks** may include positioning, swallowing, diabetes, anaphylaxis, food allergies and weight problems.

	The Speech Therapist will assist in **designing your seating and positioning** when eating.
	The Speech Therapist will **create a plan** that includes your swallowing, eating and drinking requirements
	**Trained staff** will help you if you have trouble with coughing and choking.
	Staff have access to your plan so they can see your needs.
	Our team will assess any risks to keep you safe when eating
	We will **store your food safely** and provide you with your proper meal.

	Don't worry. We will assist and respond to your changing needs if we see you having trouble.

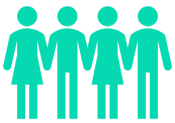
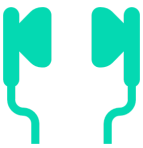
	**Brush** your teeth – **two times a day**
	Use a **toothbrush** and **toothpaste**
	**Brush** in the **morning** and at **night**
	**Floss** after cleaning your teeth
 	**Avoid** sugary food
	**Visit your dentist**

	We will help and take you to the dentist if you need assistance.

Section 4: Child Safe Standards

Standard 1	**Spot Therapy Hub must make your safety our number one priority**
	We do this by: ● letting everyone know we are a **child-safe place** ● **always thinking** about child safety risks ● putting plans in place to **manage safety risks**.
	Our staff must undergo special Working with Children Checks and NDIS checks to keep you safe.
	Our **staff are trained** to: ● **help you** if you feel unsafe ● be r**esponsible** for your safety ● **follow our rules**.

Standar d 2	**Children are encouraged to speak up and are believed**
	**We want to hear what you have to say.** **We want you to tell us about the things:** ● you **want and like** ● you **do not want** and **do not like.**
	We want you to tell us if you have **been hurt** or feel **unsafe or scared.** You can tell us about **your worries**.
 Standar d 3	We will **always listen to you**. We will **help you** and keep you safe.

	We work with your family and community to support you
	We understand that **your family and community** are **important.** **We work with them** to help you.
	**We share information** with you and your family about your care and safety. We **involve you and your family** in important decisions about your care and safety.
	We **ask your family** and the **community** to tell us how we can **improve how we keep you safe**.
	We always **listen to what they have to say.** We **make changes** to our organisation based on their suggestions.

d 4	**We provide you with opportunities to reach your full potential.**
	We want you to: ● **feel proud** of your culture and family background ● always **be treated fairly** ● always **feel included**
	**We want you to** tell us about your cultural differences. We will **pay attention** to your **cultural needs** and always treat you fairly.
	We will always **provide you with:** ● **support** ● **information** about things that are important to you ● **ways to complain** about the support you receive
	**We want you to** participate in and **enjoy our services** and **activities.**

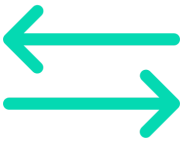
	We select suitable staff, and we support them.
	**We want you to know you:** ● **are safe** with our staff ● **we care** about you ● you can **trust us** ● can tell us **about anything** that upsets or scares you.
	**To keep you safe, our staff:** ● understand that keeping children safe is important ● have been approved to work with children.
	We **train all of our new staff**: ● in their child safety responsibilities ● in our **child safety rules** ● to understand how we focus on child safety.

	We **supervise our staff** to help make sure they are: • **following the safety rules** • taking the **right steps to keep you safe.**
	We provide our staff with regular **child safety training updates**.
Standard 6	**Children are always our priority when we respond to complaints of child abuse.**
	We want you to know that we: • **want you to speak up** about anything that is worrying you • **will look after you** and keep you safe • will take **action to fix your problem.**

	Spot Therapy Hub **takes complaints seriously.** We **use them to learn and improve** the way we do things.
	Our **staff are trained to handle and respond to complaints**, including child safety complaints.
	We **manage all complaints quickly**. We tell everyone involved how we will **fix the problem.** **We will then act to fix the problem.**
	We want you to tell us if you: • **are unhappy** • **feel unsafe or scared** • **have been hurt in any way.**
	You will **never get into trouble** for **telling us how you feel** or about something that has happened to you.

	If **someone hurts you**, we might need to tell someone else so they can **protect and help you.** We might need to tell the police, CARL or the NDIS Commission.
Standa 7	**We build the skills, abilities and confidence of our staff.**
	Our **staff have been trained** in ways to keep you **safe and protect you**.
	If you are **hurt,** our **staff know who to tell** to get you the help you need.
Standa 8	**Spot Therapy Hub has identified and removed online and physical risks to keep you safe.**

	We understand that you have the **right to privacy.** We want you to be able to **try new things in new places.**
	We want you to tell us about the things that **make you feel safe or unsafe** when you visit us.
	If you **go online**, we want you to tell us if things **do not feel safe or make you feel bad**.
	To keep you safe, **we think and talk about all the things that could happen that might hurt** you when you work with us.
	To **protect you, we will change things** that are unsafe or could hurt you. We **supervise our staff** to check they follow our rules to keep you safe.

	We will always **listen to your worries if you feel unsafe.** We will **make changes** so that you do feel safe.
Standa 9	**We continuously try to improve our child safety practices.**
	We always look at the ways we are **keeping you safe.** We always **try to improve** the ways we keep you safe.
	To improve child safety, we: ● **learn** from our mistakes ● **listen** to feedback and complaints ● **make changes** to fix the mistakes and complaints.
	Our Admin team's job to: ● **review** how we keep you safe

	• **find ways to improve** child safety.
	The Admin team makes sure **we make things better** by: • fixing our policies and rules • updating our rules • training our staff in new steps to keep you safe.
Standa 10:	**Our policies and procedures are supported by our leaders and understood by all staff members.**
	Our **policies and procedures** are our **rules** to keep you safe. These rules are based on the Child Safety Standards.
	Our policies and procedures tell our staff the following: • **rules they must follow** • **things they must do to keep you safe.**

	We want you and your family to tell us how we could improve our rules.
	If you do not feel that we are keeping you safe, then call the Kids Helpline 1800 55 1800 Youth Helpline 1300 13 17 19