

## OUR COMMITMENT

At All About Care Australia (AACCA), we are committed to delivering supports in line with the NDIS Code of Conduct to ensure the safety, dignity and wellbeing of all participants.

## WHAT WE EXPECT FROM OUR WORKERS

All AACCA staff, contractors and volunteers are expected to:

- Treat all participants with respect, dignity and fairness
- Respect individual rights, including privacy, choice and independence
- Provide supports in a safe, competent and professional manner
- Act with honesty, integrity and transparency
- Promptly raise and respond to any concerns about quality and safety
- Take all reasonable steps to prevent and respond to violence, abuse, neglect, exploitation and misconduct

## RAISING CONCERNS

We encourage participants, families and representatives to raise any concerns about worker conduct at any time.

Making a complaint will not affect the support you receive from AACCA.

Information can be provided in alternative formats upon request.

## HOW TO CONTACT US

If you have a concern about the conduct of an AACCA worker, please contact us:

**Phone:** 07 3133 0209

**Email:** [admin@allaboutcareaustralia.com.au](mailto:admin@allaboutcareaustralia.com.au)

**In person:** Speak to any AACCA manager

If you are not comfortable raising concerns with us, you may contact the NDIS Quality and Safeguards Commission directly:

**Phone:** 1800 035 544 (free call)

**Website:** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

You do not need to contact AACCA before contacting the NDIS Commission.

## RELATED DOCUMENTS

- Feedback and Complaints Policy (PP031W) — available on our website
- NDIS Code of Conduct Policy (PP044) — available upon request

