



Above & Beyond Support is committed to providing excellent care tailored to your needs

This document outlines our commitments to your rights and receipt of quality service

Please let us know if you would like us to explain or discuss any of this information further, or if there are any accessibility considerations you would like (e.g. audio, translation, interpreter discussion, face to face meeting or alike)

Getting in Touch

We are committed to being approachable, informative, and efficient when you get in touch. Please never hesitate to make contact, we would always love to hear from you. We actively encourage you to get in touch if you have any feedback, complaints, or comments about the service, our staff, facilities, or the way in which we work.

Feel free to contact us by visiting our website at www.ab-s.com.au, calling 0431 330 025, by writing to admin@ab-s.com.au or PO Box 370 Cessnock NSW 2325.

Our website also contains further information about what we do, supports and services provided. You can also submit a Support Request, Complaint or Feedback, or private general enquiry through the site option buttons.

What to expect from A&B

We pride ourselves on the quality, professionalism, and genuine care that goes into everything we do. If you choose to connect with or receive support, we will:

- Treat you with respect, be proactive about your goals, and protect your rights
- Always select the least intrusive and least restrictive options and strategies while helping you achieve your goals
- Be fair, transparent, efficient, and accountable
- Listen to your opinion, point of view, and hold you as the expert in your own life
- Make sure we obtain your consent, give you all the facts, and see if you might have changed your mind
- Demonstrate best practice, work on evidence & facts, and learn new things with you
- Respond thoughtfully and diligently to any complaint or appeal you raise
- Keep your information and records safe, secure, and protected from harm or failing
- Connect with you, your family, friends, representatives, other providers, and health care professionals effectively
- Teach and provide you with support when you ask, and let you learn things on your own when you want
- Respect and embrace any religious, cultural, or personal choice practices, activities, or rituals you identify with

How to help us support you

- Let us know about your goals, strengths, aspirations, and dreams – so we provide you the best support possible
- Tell us when we do things that aren't to your liking or satisfaction, by whichever means is easiest to you
- Inform us if things change or you are no longer able to keep an appointment or booking with us
- Please respect our rules regarding personal safety, diversity, and culture
- If you feel the service or any of our staff have breached their commitments or requirements, please do get in touch

Advocates & Support People

- You have the right to bring a support person along to any meeting or discussion you might be seeking to have
- We always work with advocates and respect your right to choose one. If you would like assistance contacting an advocate, please do not hesitate to let any staff member know
- If you would like an interpreter when speaking to or calling any of our staff, simply let them know your preferred language or communication specialist and we will have one on the line
- If you would like us to work with your advocate directly (only), we will be happy to once you confirm your consent in writing (or they are able to provide it)

Your Information & Privacy

When you need our support, we will need to collect some information about you:

- Sometimes this includes details about your supports, family, and carers
- Sometimes we need a lot of information to help you
- You can tell us if there are some things you do not want to share
- Most of the time will ask you directly for the information that we need to support you
- We can also collect it from another person if you say that it is OK

In Australia, we have laws about privacy. These laws say:

- We must keep information about you safe
- You can tell us if you are not happy with how we have used your personal information
- We must tell you how we use your personal information
- You have the right to see the information we keep about you and can ask to change it

Sometimes we need to share information about you with other people to:

- Help us to work out how we provide services to you
- How we can make our services better able to support you

We can share information about you:

- If you say that it is OK
- So that we can give you the help you ask for
- So that we can prevent problems from happening, or stop people from being hurt
- If we are asked to provide information by the courts or police

In some cases, we can share your information with:

- Other Government departments or agencies
- Organisations that provide services to you
- Medical people
- Your carers or family

If you would like to know more about what type of information, we keep about you and your privacy rights, please make contact on the details above or visit www.ab-s.com.au to access our full Privacy Statement

Our Service Charter Commitments

- We will respond to any written contact received with 72 hours (3 business days) or sooner
- We will respond to any complaint or feedback received within 48 hours, confirming we have received it
- If you leave a message or a voicemail our staff will always get back in touch with you as soon as they can
- If you call any of our staff on the phone they will, identify who they are, their position, and ask you how they can help
- You can request an interpreter or document translation to any of our staff at any time. Our staff will keep you on the line as an interpreter of your request joins the call
- Let us know at any time if you would like any materials provided in 'easy read', pictorial, audio (read over), or another accessibility format
- We will always provide you access to any of your personal information or data which you have agreed for us to keep
- We will never collect your information without you knowing, sell, or profit from it in any manner
- All of our staff always protect your information and data. We will act quickly in responding to and reporting any suspected data breach or loss of information
- Our service system utilises robust modern technology software, devices, and programs to manage data, information, storage, and communication
- Our staff will always act and report in a manner which is focused on your safety
- All of our staff maintain the required checks, clearances, licences, certificates, and courses to complete their duties
- Education, training, support, and supervision are the pillars of our practice

Complaints & Appeals

A&B encourages anyone to exercise their ability to lodge a complaint or provide feedback. We will embrace the opportunity to address any concerns or information you share with us.

When handling complaints we prioritise:

- Listening to your concerns and making sure we understand
- Being accountable, transparent, and fair
- Supportive of your need to tell us something
- Making sure you are not disadvantaged from sharing the information in anyway
- Keeping everything confidential and only sharing on a needs-to-know basis
- Providing any assistance you might need to share or explain the information to us (such as interpreters or discussing things on the phone)
- Keeping you informed throughout the process

When you lodge a formal complaint, you will:

- Receive a written response within 72 hours confirming we have received the information
- Be asked to help us work out the best response or outcome
- Be encouraged to review our Privacy Statement
- Be provided with a resolution, plan, or outcome to your complaint within a reasonable timeframe
- Have the right to appeal the decision and make further contact

At any time throughout the processes you are more than welcome to engage an advocate or support person. If you do, please let us know so that we may ensure we meet their requirements.

Please do not hesitate to contact us by:

- Face to face - speaking with any staff member
- Phone – Monday → Friday (9am-5pm) – 0431 330 025
- Website – 24 hours 7 days – www.ab-s.com.au
- Letter – PO Box 370 Cessnock NSW 2325
- Email – to our Administrator – admin@ab-s.com.au

EXTERNAL COMPLAINT CONTACTS	
Service or Organisation	Contact Information
NDIS Quality and Safeguards Commission	Phone: 1800 035 544 Interpreters: TTY 133 677 Address: PO Box 210 Penrith NSW 2750 Email: contactcentre@ndiscommission.gov.au Website: https://www.ndiscommission.gov.au/ https://www.ndiscommission.gov.au/participants/complaints
National Disability Abuse & Neglect Hotline	Phone: 1800 880 052 Address: Locked Bag 2705, Strawberry Hills NSW 2012 Email: enquiries@disabilityhotline.org Website: http://www.disabilityhotline.org
NSW Civil Administrative Tribunal	Phone: 1300 006 228 Translating: 13 14 50 Address: see site depending on location Website: https://www.surveymonkey.com/r/ncat_feedback_form
Intellectual Disability Rights Service	Phone: 1300 665 908 Address: Suite 204, 370 Pitt Street, SYDNEY NSW 2000 Email: info@idrs.org.au Website: https://idrs.org.au/



Health Care Complaints Commission	Phone: 1800 043 159 Address: Locked Mail Bag 18 Strawberry Hills NSW 2012 Email: hccc@hccc.nsw.gov.au Website: https://ecomplaints.hccc.nsw.gov.au/
NSW Council for Intellectual Disability	Phone: 1800 424 065 Address: Level 2, 418A Elizabeth St, Surry Hills NSW 2010 Email: info@nswcid.org.au Website: http://www.nswcid.org.au/
Australian Government Department of Social Services	Phone: 1300 653 227 Address: GPO Box 9820 Canberra ACT 2601 Email: complaints@dss.gov.au Website: https://www.dss.gov.au/
Anti-Discrimination Board	Phone: (02) 9268 5544 Toll Free: 1800 670 812 (for regional NSW only) Address: PO Box W213, Parramatta Westfield NSW 2150 Email: complaintsadb@agd.nsw.gov.au Website: http://www.antidiscriminationjustice.nsw.gov.au
Kids Helpline	Phone: 1800 551 800
NDIS Quality and Safeguards Commission	Phone: 1800 035 544 Interpreters: TTY 133 677 Address: PO Box 210 Penrith NSW 2750 Email: contactcentre@ndiscommission.gov.au Website: https://www.ndiscommission.gov.au/ https://www.ndiscommission.gov.au/participants/complaints
National Disability Abuse & Neglect Hotline	Phone: 1800 880 052 Address: Locked Bag 2705, Strawberry Hills NSW 2012 Email: enquiries@disabilityhotline.org Website: http://www.disabilityhotline.org
NSW Civil Administrative Tribunal	Phone: 1300 006 228 Translating: 13 14 50 Address: see site depending on location Website: https://www.surveymonkey.com/r/ncat_feedback_form
<i>If you would like further advice, information, support, review, or appeal, regarding a complaint, please feel free to get in touch with the review team directly at whs@ab-s.com.au or call us on 0431 330 025 or 0477 778 349</i>	

I am calibrated for easy access and will successfully translate into a variety of languages. You can also click opt to have this document read to you by your smart phone or computer (Word | PDF file format)