



AUTHENTIC SUPPORT

AUTHENTIC SUPPORT WELCOME PACK



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Welcome to Authentic Support! This welcome pack contains important information about our services, your rights, and how we can support you on your journey.

Welcome Letter from the Directors

Dear Mentee,

Welcome to Authentic Support!

We are so pleased to have you join our community. Authentic Support is more than just a service provider, we are a team dedicated to empowering and supporting you to live a full and meaningful life.

This Welcome Pack will provide you and your family with important information about:

- Who we are.
- How we operate.
- What you can expect from our services.
- Your rights and responsibilities.

We take great care in matching you with the right mentor and ensuring that the support we provide is tailored to your individual needs and goals. Our team is here to help you develop independence, build relationships, and participate in your community with confidence.

If you ever have questions, concerns, or need support, please don't hesitate to reach out to us. We are always here for you.

We look forward to working with you!

Warm regards,

Jay Dryden & Bronson Culpin-Lavers

Directors, Authentic Support



Contact Details & Operating Hours

Office Information

Address: 4/177 Main South Road,
Morphett Vale SA 5162

Phone: 1800 202 202

Email: admin@authenticsupport.me

Website: www.authenticsupport.me

Operating Hours:

Monday to Friday | 9:30 AM - 5:30 PM

State Manager Contacts

South Australia Jake

Phone: 0402 613 656

Email: jake@authenticsupport.me

Queensland Isaac

Phone: 0423 242 084

Email: isaac@authenticsupport.me

For **urgent** support needs, please contact your state manager directly.

About Authentic Support

Who We Are

Authentic Support is an NDIS provider specialising in mentoring, capacity-building, and community engagement. Our mission is to help you reach your full potential by providing genuine, compassionate, and empowering support tailored to your goals.

Our Mission

Authentic Support is committed to identifying passionate and skilled individuals and connecting them with mentees who need them most. Through comprehensive training and ongoing guidance, our mentors create life-changing relationships built on trust, respect, and empowerment. We exist to ensure our mentees feel valued, supported, and confident in navigating their own path. By actively listening, fostering interpersonal connections, and championing inclusion, we work together with our Mentees to create a future where every individual has the support they need to thrive.

Our Vision

"A world where everyone belongs and believes in themselves." At Authentic Support, we envision a socially just, accessible, and inclusive community where every mentee is empowered to explore life's opportunities with confidence. Through authentic connections and meaningful mentorship, we strive to foster self-growth, independence, and a strong sense of belonging.



Authenticity

Genuine and meaningful support



Respect

Honouring choice, independence, and dignity



Compassion

Providing support without judgment

Meet the Team

State Managers

Our State Managers oversee the smooth operation of Authentic Support. They ensure that mentees are matched with the right mentors, manage high-priority situations, and maintain service quality. They also build connections with the community to advocate for better support services.

How State Managers Support You

- Ensuring you are matched with the best mentor for your needs
- Overseeing the quality of support and services you receive
- Handling any urgent or complex situations if they arise

When You May Hear from a State Manager

- To confirm your mentor match and availability
- If you have new support needs that require extra planning
- To check in on your experience and ensure you're happy with your services

Your Mentor

Your mentor is here to support and empower you on your journey. They will work alongside you to help develop skills, gain confidence, and reach your personal goals.

Your Mentor is Here to Help With:

- Supporting you in building life skills and independence
- Encouraging you to set and achieve personal goals
- Assisting you with daily tasks, social activities, and community access
- Helping you overcome challenges and build confidence
- Providing a safe, respectful, and supportive environment

Your Mentor Will Work With You To:

- Develop and follow a personalised support plan
- Help you learn new skills and explore new opportunities
- Encourage positive decision-making and problem-solving
- Support you in social activities and engaging with the community
- Ensure you feel respected, valued, and empowered

Your mentor is your support, your guide, and your cheerleader, and they are committed to making your experience with Authentic Support positive, fulfilling, and meaningful.

Administration Staff & Team Leaders

Administration Staff

Our Administration Staff plays an essential role in ensuring everything runs smoothly behind the scenes. They handle rosters, payroll, compliance, and administrative support to make sure your mentors are well-equipped to support you.

How Our Administration Staff Supports You

- Ensuring your mentor's schedule aligns with your needs
- Handling paperwork and agreements
- Overseeing mentor training to maintain high-quality support

When You May Hear from Our Administration Staff

- To confirm or adjust your mentoring schedule
- If any paperwork or agreements need updating
- To check in on how your support is going

Team Leaders

Our Team Leaders are experienced mentors who train, guide, and supervise our mentoring team.

They help ensure high-quality support by coaching mentors, assisting with problem-solving, and keeping track of mentee progress.

How Team Leaders Support You

- Ensuring your mentor is well-trained and providing the best support possible
- Checking in on your progress and updating your support plans
- Providing additional guidance if needed

When You May Hear from a Team Leader

- To check in on how your mentoring sessions are going
- If there are any updates or improvements to your support plan
- To ensure you are satisfied with the support you're receiving

Our Services: How We Support You

At Authentic Support, we offer a range of NDIS-funded services designed to empower you, build your confidence, and support your independence. Our services are flexible and tailored to your needs, ensuring you get the support that works best for you.



Mentoring (One-on-One Support)

Our mentoring program matches you with a dedicated mentor who will work with you to develop skills, build confidence, and achieve your personal goals.



Capacity Building

We support you in developing essential life skills so you can live more independently and reach your goals with confidence.



Community Access

We encourage you to engage in social and recreational activities, helping you build friendships and explore new opportunities in the community.

Additional Support Services

Respite & Short-Term Accommodation (STA)

A safe and supportive place for you to take a short break, develop new skills, and experience a change of environment.

How Respite & STA Supports You:

- A comfortable, home-like environment for short stays
- Opportunities to learn new skills and try independent living
- Giving families and carers a break while ensuring you receive the best care

Weekend Group Social Activities

We provide a variety of fun, engaging group activities where you can meet new people, build social skills, and learn in an inclusive environment.

How Weekend Group Social Activities Support You:

- Engaging in fun, meaningful group activities
- Building social confidence and forming friendships
- Learning new skills in a supportive and inclusive space

If you'd like to learn more about these services or see which ones are the best fit for you, speak with your mentor or contact our office.

Why Choose Authentic Support?

At Authentic Support, we understand that choosing a support provider is an important decision. We are committed to delivering high-quality, person-centred services that empower you to achieve your goals in a safe and supportive environment.



Personalised Mentor Matching

We carefully match you with a mentor who aligns with your personality, goals, and interests.



Holistic Support Approach

We focus on building life skills, confidence, and independence while ensuring a positive and supportive experience.



Flexible and Reliable Services

We work with you to ensure your support fits your schedule and evolving needs.



Strong Community Connections

We encourage mentees to engage in social and community activities to promote growth and inclusion.



Commitment to Safety and Wellbeing

Your safety, privacy, and wellbeing are our top priorities.

We believe in fostering genuine connections, building confidence, and supporting you to reach your full potential in a way that is comfortable, empowering, and meaningful.

General Charges and Fees

At Authentic Support, all service fees are charged at the latest NDIS Price Guide rates under the relevant support category. These fees are reviewed and updated by the National Disability Insurance Agency (NDIA) as required.

How Fees Are Claimed

Charges for services will be claimed on a fortnightly basis through:

- The NDIS Portal (for agency-managed plans)
- A Plan Manager (for plan-managed participants)
- Direct invoicing (for self-managed participants)

As per Australian Tax Office guidelines, all services provided by Authentic Support under the NDIS are GST-exempt.

Social and Community Access Costs

Some activities, such as entry fees, event tickets, cooking ingredients, and art supplies, may not be included in standard NDIS-funded supports.

These additional costs may:

- Be the responsibility of the mentee or their representative to pay separately.
- Be claimed under NDIS funding in certain circumstances, including:
 - If the activity is directly linked to your NDIS goals.
 - If not attending would lead to social isolation.
 - If you are trialling new activities or engaging in broader community participation.

Where possible, these costs should be specified in your NDIS Plan to allow for funding eligibility. In some cases, hours allocated in a Community Access budget may be converted into a fee to cover activity costs.

For more details, refer to the Schedule of Fees or speak with our team.

Cancellations and Additional Fees

Cancellations

To ensure that we can provide reliable support to all mentees, we request that all cancellations be made at least 72 hours in advance.

Cancellations without sufficient notice may still be charged in accordance with NDIA guidelines and the current NDIS Price Guide.

This policy helps ensure our mentors and staff are fairly compensated and that we can continue providing consistent, high-quality support to all mentees.

If you need to cancel or reschedule a session, please contact your mentor or the office as soon as possible.

Establishment Fee for Community Access

For new mentees accessing Community Access supports, a one-time establishment fee may apply.

This fee covers:

- Care/Support Plan creation
- Emergency Preparation Plan
- Ensuring a smooth onboarding process

This fee is charged in accordance with NDIA guidelines and is only applicable in the first year of receiving community-based supports.

Travel and Transport Costs

Mentors and staff may be required to travel to provide support services.

- Travel time to a mentee's location may be charged in line with NDIS Support Catalogue guidelines.
- In metropolitan areas, travel charges are capped at 30 minutes per trip.
- Travel fees apply only if agreed upon with the mentee and outlined in the Service Agreement.

If you require assistance with transport during your support sessions, please discuss your needs with your mentor or Team Leader.

If you have any questions about fees or would like a detailed breakdown, please contact our office. We are committed to transparency and fairness in all pricing and will always ensure you understand how your funding is being used.

Transition To or From Authentic Support

At Authentic Support, we aim to ensure that starting or leaving our services is a smooth and well-supported process. Whether you are joining, transitioning to a different provider, or discontinuing services, we will work closely with you to ensure the process is fair, transparent, and in your best interests.

Starting with Authentic Support

When you commence services with **Authentic Support**, we will:

- Work with you to develop a personalised Support Plan that aligns with your goals and needs.
- Complete all necessary paperwork, including your Service Agreement and Risk Assessment.
- Match you with a mentor who best suits your personality, interests, and goals.
- Ensure a smooth onboarding process, with clear expectations and open communication.

We will also ensure that you are aware of:

- How our services work and what support you can expect.
- Your rights and responsibilities while receiving support.
- Who to contact if you have any questions or concerns.

Leaving Authentic Support

You can request to withdraw from **Authentic Support** for the following reasons:

- You no longer require our support.
- You are moving to a new location and need a provider in a different area.
- Your needs have changed, and you require a different type of support.
- You are unhappy with the service and wish to change providers.

Authentic Support may also withdraw services in some situations, including:

- If you do not follow the Service Agreement.
- If there are safety concerns for staff or other mentees.
- If required payments for services are not made.
- If there are ongoing policy breaches that affect service delivery.

In all cases, we will aim to discuss any issues with you first and work towards a resolution where possible.

Withdrawal Process

If you or Authentic Support decide to discontinue services, the following process will be followed:



Notice Period

A minimum of 14 days' notice is required before withdrawal from services.



NDIS Notification

Authentic Support will inform the NDIS of the change if necessary.



Referral Assistance

If you require a new provider, we will assist in referring you to other services.



Continuity of Support

We will ensure that you do not experience gaps in your support during the transition.



Risk Assessment

We will identify and address any risks associated with the change.



Information Transfer

With your consent, we will communicate with your new provider to ensure a smooth transition.

We will always prioritise your wellbeing and continuity of support throughout this process. If you have any concerns or require assistance with transitioning, please speak with our team. We are here to help.

Management of Money and Property

At Authentic Support, we believe that your money and property belong to you, and we are committed to ensuring that they are managed safely, with full transparency, and only with your consent.

We do not take responsibility for managing or handling your money or property, but we can provide support in ways that help you safely access and manage your funds while maintaining your independence.

How We Support You with Your Money and Property

- You have full ownership and control over your money and property.
- If you require assistance with purchases or financial transactions, our staff can only help with your written consent, which will be documented in your Service Agreement.
- If a mentor or support worker assists you with using your money, they must follow strict procedures to ensure that your funds are used safely and correctly.
- Our staff will never access your bank accounts, PIN numbers, or personal financial details.

Using Your Money and Property

If you need support with managing money for activities or daily needs, we will:

- Ensure that any use of your money is recorded with receipts for transparency.
- Count money with you before and after purchases to confirm accuracy.
- Keep a record of transactions and provide a detailed spending report if requested.
- Require you and the mentor to sign a record of each transaction, confirming the correct amount was used.

Your Mentor or Any Authentic Support Staff Cannot:

- Withdraw money from your account.
- Give you financial advice.
- Make personal purchases on your behalf.
- Use your property without consent.

If you believe that someone is misusing your money or property, report it to us immediately.

Conflict of Interest

At Authentic Support, we are committed to ensuring that all services are delivered fairly, ethically, and in your best interests. A conflict of interest happens when a person or organisation has competing interests that may impact their ability to make impartial decisions.

We have strict Conflict of Interest Policies and Procedures in place to ensure that all decisions made by Authentic Support are transparent, unbiased, and always focused on the best outcomes for you.

What is a Conflict of Interest?

A conflict of interest can occur when:

- A worker's personal interests conflict with their duty to provide fair and unbiased support.
- A staff member has a close relationship or financial connection with another organisation that provides NDIS services.
- A worker encourages you to use another provider they are connected to for additional supports.

Conflicts of interest can be:

- **Actual:** A direct conflict that has happened.
- **Potential:** A situation where a conflict could happen in the future.
- **Perceived:** A situation where a conflict may appear to exist, even if it does not.

While conflicts of interest may arise, what is important is how they are managed to ensure they do not negatively impact your support.

Your Right to Choose Your Provider

At Authentic Support, we want you to feel empowered to make your own decisions about the services and providers you use.

- You do not have to use Authentic Support for all your services.
- If you receive Support Coordination from Authentic Support, you can still choose a different provider for direct support services.
- If you want to explore alternative providers, we can provide at least four service provider options for you to consider.

If you have any concerns about a real or perceived conflict of interest, we encourage you to discuss them with us. Your rights, choice, and independence are our priority.



Service Agreement & Personal Emergency Preparation Plan

Service Agreement

Before receiving services from Authentic Support, we will create a Service Agreement with you. This agreement ensures clarity in the services you receive, how they are delivered, and the expectations from both parties.

The Service Agreement will outline:

- The supports you will receive.
- How your NDIS funding will be used.
- The terms and conditions of your services.
- How to make changes or cancel services.

This agreement provides transparency and ensures that you understand how your support will be structured. You will be provided with a copy of your signed Service Agreement for your records. If you need assistance in understanding the document, we are happy to discuss it with you and answer any questions.

Personal Emergency Preparation Plan

At Authentic Support, your safety is our priority. If you ask us to, we will work with you to develop a Personal Emergency Preparation Plan, which helps ensure that you are supported in case of an emergency or unexpected event.

Your Emergency Plan will include:

- **Emergency contacts:** Who to call if you need urgent support.
- **Emergency procedures:** Steps to take in case of a mentor cancellation, health emergency, or natural disaster.
- **Risk management strategies:** Identifying potential risks and how to address them.
- **Support continuity:** Ensuring you still receive services in case of disruptions.

Having a clear emergency plan in place ensures that you feel secure and supported at all times. If there are changes to your needs or circumstances, we will review and update your emergency plan accordingly.

Support & Care Plans & Emergency Risk Assessment

At Authentic Support, our Support and Care Plans are designed to ensure that you receive the right support tailored to your goals, needs, and preferences. In addition, our Risk Assessment Plans help keep you and our staff safe by identifying potential risks and putting strategies in place to manage them.

Support and Care Plans

Your Support Plan is developed with you, your family, and any representatives or advocates you choose to involve. This plan outlines your goals, priorities, and the types of support you will receive from Authentic Support.

Your Support Plan will include:

- Your personal goals and areas you want to develop.
- The specific services you will receive.
- The schedule and frequency of your support.
- Who will be responsible for delivering your support.

To ensure your plan aligns with your NDIS goals and funding, we may request a copy of your NDIS Plan. Once finalised, we will provide you with a copy of your Support Plan and ask for your agreement to ensure it accurately reflects your needs.

Reviewing Your Support Plan

Your Support Plan is not static—it will evolve as your needs change. We will review your plan:

- At least once a year to ensure it remains relevant to your goals.
- If your circumstances change, such as moving house, changing mentors, or adjusting goals.
- Upon request, if you feel your support needs have changed.

We encourage open conversations about your support so that we can make adjustments to better assist you.

Emergency Risk Assessment & Safety Planning

At Authentic Support, your safety and wellbeing are our top priorities. We conduct risk assessments to ensure your support is delivered in a way that is safe for both you and our staff.

Initial Assessment

During your initial intake to identify any potential risks

Risk Management

Developing strategies to reduce or remove risks



Annual Review

As part of your Support Plan review

Situation Changes

When moving to a new home or health-related concerns arise

What risks do we assess?



Physical safety risks

Trip hazards, unsafe environments, medication storage



Environmental risks

Home accessibility, presence of pets, emergency evacuation plans



Health & hygiene concerns

Infection control, personal safety, and illness management



Emotional wellbeing risks

Ensuring you feel safe, supported, and comfortable

If a high-risk activity is identified, we will discuss it with you and develop a risk management plan. You will always have the right to choose whether or not to participate in an activity, with informed consent.

Tracking Your Progress: Success Measures & Reporting

At Authentic Support, we believe in continuous improvement and ensuring that your support remains effective in helping you reach your goals. We use quarterly progress reviews and end-of-plan reports to track how well your support is working and to make any necessary adjustments.

Quarterly Reports: Goal Tracking & Action Planning

Every three months, we conduct a Quarterly Progress Review to assess how well your current support is helping you achieve your NDIS goals.

Our Quarterly Reports focus on:

- **Goal Tracking:** Reviewing your progress and making necessary adjustments.
- **Action Planning:** Identifying areas for improvement and enhancing mentoring support.
- **Support Effectiveness:** Assessing whether your current support is meeting your needs.
- **Feedback Collection:** Providing an opportunity for you to share insights on what is working well.

These reviews help us tailor your Support Plan in real time, ensuring that your mentoring remains relevant, effective, and aligned with your aspirations.

End-of-Plan Report: Achievements, Challenges & Future Recommendations

At the end of your NDIS Plan period, we prepare a comprehensive End-of-Plan Report to showcase your journey with Authentic Support.

This report highlights:

- **What You Have Achieved:** A summary of your progress, skills developed, and goals reached.
- **Challenges & Roadblocks:** Identifying barriers that may have impacted progress.
- **Recommendations for Your Support Team:** Suggestions for improving your future support.
- **Future Goal Setting:** Planning the next phase of your journey, including new goals and additional supports.

This report is shared with you and your support team to ensure that your next NDIS Plan review is based on clear evidence of your progress and needs.

YOUR RIGHTS & RESPONSIBILITIES

At Authentic Support, we are committed to ensuring that you receive safe, respectful, and high-quality services. Your rights as a mentee are protected by Australian law, and we take these responsibilities seriously.

We encourage you to understand your rights and to speak up if you ever feel they are not being respected.

Your Rights

When you receive support from Authentic Support, you have the right to:

- Be treated with dignity and respect at all times.
- Receive safe and high-quality services that meet your needs.
- Make your own choices and decisions about the support you receive.
- Communicate in your preferred language and receive assistance if needed.
- Express your cultural identity, religion, sexuality, and gender identity without discrimination.
- Participate in community life and engage in social, recreational, and employment opportunities.
- Be listened to and have your opinions valued when making decisions about your support.
- Choose the type of mentor or support worker you feel comfortable with.
- Access medical care and other essential services when needed.
- Be informed about your support options and receive clear, honest information.
- Access your personal information and have it kept private and secure.
- Try new things and take risks in a supported environment.
- Make complaints or provide feedback without fear of negative consequences.
- Change service providers if you choose to.

If you ever feel that your rights are not being respected, we encourage you to talk to us, your advocate, or an external support service.

Your Responsibilities

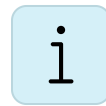
While Authentic Support is committed to providing high-quality services, we also expect mentees to engage with our services in a respectful and responsible way.

As a mentee, your responsibilities include:



Treating others with respect

Including mentors, support staff, and other mentees.



Providing accurate information

Accurate and up-to-date information about your support needs.



Attending scheduled sessions

Or providing notice if you need to cancel.



Respecting privacy

Respecting the privacy of others and maintaining confidentiality.

Your responsibilities also include following safety guidelines and instructions, informing us of any changes in your health or support needs, asking questions when you don't understand something, participating in your support planning process, and providing feedback to help us improve our services.

Advocacy & Support

If you feel that your rights are not being respected, you have the right to seek advocacy and support.

- You can make a complaint directly to Authentic Support, and we will address it fairly and confidentially.
- You can ask a family member, friend, or advocate to help you express your concerns.
- If needed, we can help you find an independent advocate to support you.
- You can also contact the NDIS Quality and Safeguards Commission or other relevant authorities for assistance.

Your rights are important, and we are here to ensure they are protected. If you ever need support or advocacy, please reach out. We will listen and assist you.

INCIDENT REPORTING POLICY

At Authentic Support, we are committed to providing a safe and supportive environment for all mentees. We take incident identification and reporting seriously to ensure that we can address concerns quickly and improve the quality and safety of our services.

Our Incident Reporting Procedures follow the NDIS Quality and Safeguards Commission guidelines, ensuring that all incidents are properly recorded, investigated, and managed.

What is an Incident?

An incident is any event or situation that causes harm, has the potential to cause harm, or involves mistreatment of a mentee, mentor, or staff member.

Serious Incidents (Reportable to the NDIS Commission)

- Serious injury to a person with a disability.
- Abuse or neglect of a person with a disability.
- Unlawful sexual or physical contact, including assault.
- Sexual misconduct (including inappropriate behaviour or grooming).
- Unauthorised use of restrictive practices, such as physical restraints or seclusion.
- The death of a person with a disability.

General Incidents

- Situations where you feel unsafe or at risk.
- Any accidents or injuries that occur during your support sessions.
- Property damage or lost items.
- Any concerns about the behaviour of others that make you feel uncomfortable.

How to Report an Incident

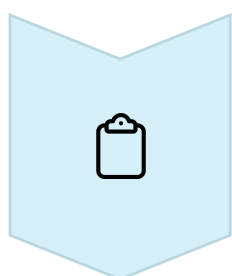
If you experience or witness an incident, we encourage you to report it as soon as possible.

You can report an incident to:

- Your mentor.
- A Team Leader or Administration Staff.
- A family member, advocate, or trusted support person.
- The Authentic Support office directly.

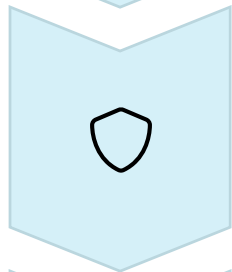
If you prefer to remain anonymous, you can submit a report through our confidential online reporting system found on our website. www.authenticsupport.me

What Happens After You Report an Incident?



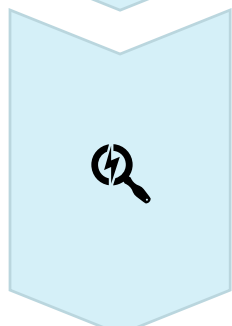
Recording the Incident

All incidents are logged in our Incident Management System.



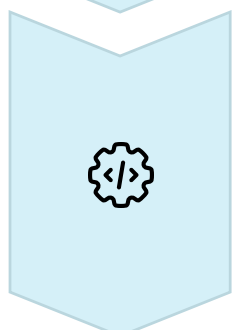
Ensuring Safety

If urgent action is required, we will take steps to protect you and others involved.



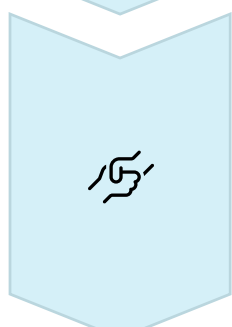
Investigating the Incident

We will assess what happened, speak with relevant people, and determine what actions are needed.



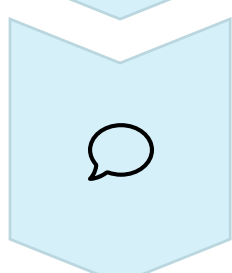
Implementing Actions

Steps will be taken to prevent the incident from happening again, such as policy changes or additional staff training.



Providing Support

If you are affected by the incident, we will offer counselling, advocacy, or additional assistance.



Informing You of the Outcome

If you are directly involved, you will be updated on the steps taken.

For serious reportable incidents, we will notify the NDIS Quality and Safeguards Commission within the required timeframes.

Confidentiality & Continuous Improvement

Confidentiality & Privacy

Your privacy and dignity are important to us.

When an incident is reported:

- Only the necessary people will be informed to resolve the situation.
- Your personal information will be handled securely and confidentially.
- We will always seek your consent before sharing details, unless required by law.

Continuous Improvement

At Authentic Support, we believe in learning from incidents to make our services safer and better for everyone.

After an incident, we:

- Review our policies and procedures to prevent future occurrences.
- Improve staff training to enhance safety measures.
- Ensure transparency by keeping mentees informed of their rights and how to report concerns.

How to Get More Information

If you would like more details about our Incident Management Policy, please contact us or access our full Incident Management Policy on our website in the resources section.

You can also read the NDIS Incident Management Guidelines on the NDIS Commission website:

NDIS Commission & Incident Management

<https://www.ndiscommission.gov.au/rules-and-standards/managing-and-reporting-incidents/incident-management>

Your safety and wellbeing matter to us. If you ever feel unsafe, please reach out we are here to support you.

PRIVACY POLICY

At Authentic Support, we are committed to protecting your personal information and privacy. We follow all Australian privacy laws, NDIS regulations, and best practices to ensure your information is managed safely, securely, and transparently.

This policy outlines:

- What personal information we collect
- How we use and store your information
- Who we share your information with and why
- How you can access and update your information
- Your rights regarding privacy and confidentiality

What Information Do We Collect?

We collect personal information that helps us provide you with the best support possible. This may include:

- **Basic details** - Your name, date of birth, address, and contact information.
- **Health and support information** - Medical history, disability support needs, and emergency contacts.
- **NDIS details** - Your plan number, funding details, and service agreements.
- **Financial information** - If required for billing or payment processing.
- **Communication preferences** - How you wish to be contacted and receive information.

How Do We Use Your Information?

Your information is used to:

- Deliver high-quality support tailored to your needs.
- Ensure your safety and wellbeing while receiving services.
- Meet NDIS and legal requirements for documentation and reporting.
- Communicate with you, your support network, and NDIS representatives.
- Improve our services through feedback and quality reviews.

We never use your information for marketing purposes or share it without your consent, unless required by law.

We only collect information that is necessary for providing support and always explain why we need it.

How Do We Store and Protect Your Information?

Authentic Support follows strict security protocols to protect your personal information. We:

- Store all personal data securely in protected systems.
- Limit access to authorised staff only.
- Train our team on privacy and confidentiality best practices.
- Regularly review and update security measures to prevent data breaches.

Information Sharing and Your Rights

Who Do We Share Your Information With?

We only share your information with:

- Your chosen support team, including mentors and service providers.
- The NDIS or government agencies, if required for funding or compliance.
- Medical professionals or emergency services, but only in urgent situations.

Before sharing your information, we will always seek your consent, unless required by law.

Making a Privacy Complaint

If you believe your privacy has not been respected, you can:

- Talk to your Mentor or Administration Staff.
- Contact our office to discuss your concerns.
- Make a formal complaint through our feedback process.
- Reach out to the NDIS Quality and Safeguards Commission if the issue is unresolved.

Your privacy matters, and we are committed to protecting it at all times.

Your Rights

You have the right to:

- Access your personal information at any time.
- Request changes or corrections if your information is inaccurate.
- Withdraw consent for sharing your information.
- Make a complaint if you believe your privacy has been violated.

If you wish to access, update, or remove your information, please contact us.

FEEDBACK & COMPLAINTS

At Authentic Support, we value your feedback and concerns because they help us improve our services and ensure you receive the best support possible.

We encourage you to speak up if:

- You are unhappy with the support you received.
- You have concerns about a mentor or staff member.
- You think there are ways we can improve our services.

You have the right to provide feedback or make a complaint at any time, and we will handle it fairly, respectfully, and confidentially.

How to Make a Complaint or Provide Feedback

You can share your feedback or complaints in the way that feels most comfortable for you:

- Speak directly to your mentor.
- Contact our Operations Manager or a Team Leader.
- Call or email our office:
Phone: **1800 202 202**.
admin@authenticsupport.me
- Fill out a Feedback and Complaints Form (available on our website at www.authenticsupport.me)
- You can choose to submit an anonymous complaint using the same Feedback & Complaint Form

What Happens After You Make a Complaint?

Once we receive your complaint, we will:

- 1. Acknowledge Your Complaint:** Our Complaints Manager will listen to your concerns and document them.
- 2. Investigate the Issue:** We will review the situation and take steps to fix the problem.
- 3. Keep You Updated:** You will receive regular updates on how your complaint is being handled.
- 4. Work Towards a Solution:** Our goal is to resolve complaints quickly and fairly.
- 5. Keep Your Information Private:** Your complaint will be handled confidentially, and only relevant staff will be involved.

If your complaint involves someone being harmed or in danger, we may need to notify the police or NDIS Commission to keep everyone safe.