

## Commitment to Customer Well-being

Cootharinga North Queensland staff work closely with customers, children or adults, and their families/caregivers. At all times staff want to ensure that our customers and those involved in their life are achieving a sense of well-being. When this is not possible or life's challenges make this difficult, where possible, staff will support the customers and their families and/or caregivers to source additional support.

CNQ staff want our customers to feel safe and supported when interacting with CNQ. We ensure that the places we access supports are physically and mentally safe and suitable for our customers.

The staff at CNQ hold the right requirements to do their job (e.g. hold degree's, registered with APRHA, etc.). They commit to continuous learning by increasing their knowledge and skills by accessing training aimed to support the customers they serve.

Because we work under legislation like the *Disabilities Services Act 1999*; *Child Protection Act (QLD) 1999 and Regulations 2011*; *The Aged Care Act 1997* and the *NDIS Practice Standards* the staff at CNQ working with customers individually and within groups are responsible for reporting any incidents that put a customer's safety and well-being at risk. CNQ has a zero tolerance towards situations that put customers at risk. Abuse, harm and neglect can include acts that involve physical violence, sexual offences, serious emotional or psychological abuse or serious neglect.

The staff at CNQ will treat information shared, also called a disclosure, by customers (children or adults) with empathy, sensitivity and respect. If a disclosure is made or there is a suspicion of risk the staff at CNQ will report their concerns to their corresponding line manager, and, where needed, further reporting to the statutory authorities will occur, for example, Child Safety, Office of the Public Guardian, or NDIS Quality and Safeguarding Commission. If risk of harm is immediate the staff at CNQ may need to involve the police. The reason that staff and line managers make these decisions is to ensure customers and their families are getting the support they need to achieve overall well-being.



Sometimes CNQ staff are expected to share information to state-based statutory authorities (Child Safety). This is to assist with investigations in relation to a report that has been made. In these instances, CNQ staff are expected to remain true to the facts that they have collected by working with the customers and their families. Again, the reason that information is collected is to ensure that the customers and their families are getting the support that they need to achieve overall well-being.

Sincerely,

The Cootharinga Allied Health Services Team