



CPSN

CPSN's Commitment to Safety & Wellbeing



Everyone has a role to play in creating a safe and supportive workplace.

At CPSN, the safety and wellbeing of our employees, participants and communities is at the heart of everything we do.

We are committed to providing a safe, healthy and supportive work environment where everyone feels valued, heard and protected. We work together to identify risks, speak up about concerns and take action to prevent harm.



HEALTH & SAFETY REPRESENTATIVES (HSR's) – A KEY PART OF OUR TEAM

HSR's play an important role in keeping our workplace safe. They are elected or nominated by employees to represent health and safety matters in the workplace.

HSR's:



Represent employees on health and safety issues



Raise and consult on potential hazards and risks



Participate in inspections and investigations



Work with management to improve safety systems and practices



Support a culture of safety, wellbeing and continuous improvement



HSR's are entitled to training, time and support to carry out their role effectively.



YOUR RIGHT TO REQUEST / NOMINATE AN HSR

Every employee has the right to be represented on health and safety matters.

You can request that an HSR be elected (if there isn't one already) or nominate yourself or a colleague.

YOU CAN MAKE A REQUEST IF:



You believe there is a need for an HSR in your work group



There is no elected HSR



The current HSR is no longer able or available to perform the role

HOW TO REQUEST / NOMINATE



Talk to your Manager, People & Culture Team or any current HSR.



Complete the HSR Request / Nomination Form (available from your Manager or the People & Culture Team).



Submit the form to the People & Culture Team.



All requests and nominations are confidential and will be actioned promptly.

OUR COMMITMENT TO YOU



WE CARE

We genuinely care about your safety and wellbeing.



WE LISTEN

We encourage speaking up and value your feedback.



WE ACT

We take action to address risks and improve our workplace.



WE SUPPORT

We support our HSR's and all employees to make safety a shared priority.

Together, we can create a safe, healthy and positive workplace for everyone.



Together, we make a difference.



CPSN

PROFESSIONAL BOUNDARIES

**Strong Boundaries.
Safe Support. Better Outcomes.**

Professional boundaries are essential in the disability sector. They help create safe, respectful and empowering relationships where participants feel supported and valued, and workers can do their best work.



Boundaries aren't about distance, they're about respect, safety and doing our best for the people we support.



WHAT ARE PROFESSIONAL BOUNDARIES?

Professional boundaries are the limits and guidelines that define a professional relationship between a worker and a participant.

THEY HELP US TO:



Maintain a safe, respectful and professional relationship



Focus on the participant's goals, independence and wellbeing



Avoid situations that could be misunderstood or harmful



Build trust and confidence



Protect both participants and workers



Boundaries protect the relationship and support quality outcomes.



WHY ARE PROFESSIONAL BOUNDARIES IMPORTANT?



SAFETY FIRST

Boundaries help keep participants and workers safe from harm, abuse or exploitation.



RESPECT & DIGNITY

They show respect for the participant as an individual and support their right to make choices.



FOCUSED SUPPORT

Boundaries help us stay focused on the participant's needs, goals and the support we are there to provide.



REDUCE RISK

Clear boundaries help prevent confusion, role drift and situations that could lead to complaints or investigations.



SUPPORTS OUR WELLBEING

Boundaries help workers manage stress and prevent burnout by keeping a healthy balance.



PROFESSIONALISM MATTERS

They reflect our professionalism and commitment to ethical, high-quality support.

WHAT DO PROFESSIONAL BOUNDARIES LOOK LIKE?



APPROPRIATE TIME & CONTACT

We connect during work hours and use approved channels for communication.



APPROPRIATE RELATIONSHIPS

We are supportive and friendly, but not personal or social.



NO PERSONAL BENEFIT

We do not accept gifts, money or favors that could influence our role.



RESPECTING PRIVATE LIVES

We respect privacy and avoid being involved in personal matters.



COMMUNICATION WITH PURPOSE

Our conversations are professional, respectful and focused on support.



When in doubt, ask yourself: "Is this in the best interests of the participant?"
"Would I feel comfortable if this was observed or shared with others?"



REMEMBER...

- ✓ Stay in your role and scope of practice.
- ✓ Be consistent, fair and transparent.
- ✓ Use team support and supervision.
- ✓ Speak up if you feel unsure.
- ✓ Report concerns early.



Strong boundaries create safe, respectful and empowering relationships.
Together, we empower lives and enrich futures.





CPSN

CPSN's Commitment to Managing Psychosocial Risks

At CPSN, the health and wellbeing of our people is fundamental to the way we work and the support we provide.

We are committed to proactively identifying, assessing and managing psychosocial risks to create a safe, respectful and supportive work environment where everyone can thrive.



Healthy minds are just as important as physical safety. Together, we create a workplace where everyone can feel safe, supported and empowered.



WHAT WE ARE COMMITTED TO



IDENTIFYING RISKS

We actively identify psychosocial risks in our workplace by listening to our people and understanding the work we do.



ASSESSING AND CONTROLLING RISKS

We assess risks and implement practical controls to reduce harm and promote positive mental health and wellbeing.



PROMOTING A POSITIVE CULTURE

We foster a culture of respect, collaboration and support where everyone feels valued and included.



SUPPORTING OUR PEOPLE

We provide access to resources, training and support to help our people manage pressure and wellbeing at work.



CONTINUOUS IMPROVEMENT

We regularly review and improve our processes to ensure we are effectively managing psychosocial risks.



WHAT WE WILL DO



Consult and engage

We involve our people in decisions that affect their work, health and wellbeing.



Provide clear roles and expectations

We ensure our people understand their roles, responsibilities and how success is measured.



Manage workloads

We promote fair and reasonable workloads and support flexibility where possible.



Encourage open communication

We create safe spaces for our people to speak up, share concerns and give feedback.



Provide support

We offer access to Employee Assistance Program (EAP) and other wellbeing supports.



Train and build awareness

We provide training and resources to help our people recognise and manage psychosocial risks.

WHAT YOU CAN EXPECT AT CPSN



YOU WILL BE HEARD

Your voice matters. We listen and take action.



YOU WILL BE SUPPORTED

We support your wellbeing and provide help when you need it.



YOU WILL BE RESPECTED

We treat everyone with respect, dignity and fairness.



YOU WILL BE EMPOWERED

We empower you to contribute, grow and thrive.



Looking after our psychosocial health is everyone's responsibility.

By working together, we can build a healthier, happier and safer workplace for all.



Together, we make a difference.

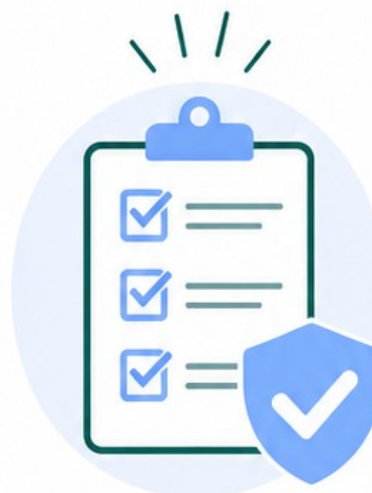


CPSN

The Importance of Maintaining Your Compliance Documents Working in the NDIS Sector

Up-to-date compliance documents are more than a requirement – they are a commitment to safety, quality and the rights of the people we support.

Keeping your credentials current ensures we meet our legal obligations, maintain NDIS Practice Standards, and uphold the trust placed in us by clients, families and our community.



*Current
credentials.
Confident
support.
Safer
communities.*

THE ESSENTIAL DOCUMENTS



CPR CERTIFICATE

Ensures you are prepared to respond in an emergency and provide life-saving support when it matters most.



Renewal
every 12 months



FIRST AID CERTIFICATE

Equips you with the skills to manage injuries and medical situations until professional help arrives.



Renewal
every 3 years



CURRENT DRIVER'S LICENCE

A standard requirement regardless of whether you are driving clients as part of your role.



Renewal
at all times



NDIS WORKER SCREENING CHECK (WSC)

A mandatory requirement for all workers and volunteers in risk assessed roles under the NDIS.



Renewal
every 5 years



WORKING WITH CHILDREN CHECK (WWCC)

Ensures you are legally cleared to work with children and young people.



Renewal
every 5 years

WHY IT MATTERS



Protects the safety and wellbeing of clients



Builds trust with clients, families and our community



Meets NDIS Practice Standards and legal obligations



Supports quality, professional and ethical service



Reflects our values and commitment to safe, capable support

YOUR RESPONSIBILITY

- ✓ Keep your documents current and valid.
- ✓ Notify your Manager if a document is due to expire.
- ✓ Provide updated copies as soon as they are renewed.
- ✓ Never provide support if critical documents are expired.



You play a vital role in maintaining a safe, compliant and high-quality service.

WHAT HAPPENS IF DOCUMENTS EXPIRE?

- ❗ You may be unable to work until documents are updated.
- ❗ It may impact service delivery and client safety.
- ❗ It is a breach of compliance and CPSN policies.
- ❗ Repeated non-compliance may lead to disciplinary action.



Staying compliant protects you, our clients and our reputation.



Together, we make a difference.



Thank you for keeping your documents up to date and helping us deliver safe, empowering support.