



Registered
NDIS Provider

NDIS Participant Handbook

Welcome to AHH Lifeskills

Welcome to AHH Lifeskills – your partner in empowerment, inclusion, and independence.

We're here to support you through every stage of your NDIS journey with services tailored to your strengths, goals, and preferences. This handbook will help you understand what we offer, your rights and responsibilities, and how we'll work together to help you live your best life.

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Version Control

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Acknowledgment of Country

AHH Lifeskills acknowledges the Traditional Custodians of the lands on which we live, learn, and provide support — including the **Kurna, Ngarrindjeri, Peramangk, and Nganguraku** peoples.

We recognise and respect their deep and ongoing connection to Country, culture, and community, and pay our respects to Elders past and present. We also extend that respect to all Aboriginal and Torres Strait Islander peoples we work with and support.

We are committed to walking alongside First Nations peoples in the spirit of reconciliation, respect, and inclusion.



Image 1: Artist - Tyrone Wanganeen, SIL resident at AHH Lifeskills. 2025

About AHH Lifeskills



AHH Lifeskills is a NDIS registered provider offering person-centred, inclusive support across Adelaide and surrounds. Our team is committed to creating opportunities for people with disabilities to thrive socially, emotionally, and practically.



Our Mission: To support people with disabilities to live their best lives.

Our Vision: Empowering individuals to achieve greater independence, choice, and connection.

Our Values: Integrity | Cooperation | Empathy | Respect | Excellence

NDIS Participant Service Charter



The NDIS Participant Service Charter describes what you can expect from the services and people who support you through the NDIS. It sets out clear standards that providers, like AHH Lifeskills, must follow to make sure you feel safe, respected, and supported.

Here's what the Charter means for you:

- **Transparent** – You will always get clear, honest, and easy-to-understand information. We will explain your supports, your choices, your rights, and any costs involved so there are no surprises.
- **Responsive** – We will listen to you and act on your questions, concerns, or requests in a timely and respectful way. Your needs are important, and we will do our best to respond quickly and appropriately.
- **Respectful** – You will be treated with kindness, dignity, and respect at all times. We value your individual culture, identity, experiences, and personal choices. Your voice matters.

- **Empowering** – We will support you to make your own decisions, set your own goals, and be in control of your life. You are the expert in your own life, and we are here to help you achieve what matters most to you.
- **Connected** – We will help you access the right services, supports, and people. Whether it's helping you understand your NDIS plan, connecting with the community, or linking with other services—we will walk alongside you.

These standards apply to **everyone who works for or with the NDIS**—and you can expect AHH Lifeskills to follow them every day.

Our Services

AHH Lifeskills offers a broad range of services designed to build independence, develop skills, and support meaningful community connection.

Mentoring: Mentoring is provided for people with disabilities for social engagement, life skill development and accessing the community. Mentoring is available for all ages and the shifts of mentoring are entirely up to the client's preferences and support needs to ensure they get the most out of the services.



Mentoring can be organised with an AHH Lifeskills support worker as frequently as desired to suit individual needs and funding. Clients access mentoring for a variety of reasons:



- Skill building
- Community access
- Self-care and domestic duties
- Gaining employment
- Appointments
- Transportation
- Studies



Day Options (18+): AHH Lifeskills runs Day Options throughout school terms for Over 18 clients. Day Options are 9:30am to 2:30pm, including pick up and drop off by the allocated support worker. Day Options aims to assist in teach valuable life skills to clients, providing them with independence and confidence. It also offers a chance to develop socially and create friendships with other clients in attendance. Day Options is most often provided at a 1:1 or 1:2 ratio of care, allowing focused support throughout any challenges and a personal experience.



Hamdorf Café & Miss Sunshine Coffee Cart: AHH Lifeskills has a café on the main street of Hahndorf, aimed specifically for training and employing people with disabilities. AHH also has a mobile coffee cart operating in the Adelaide Hills.



Clients can choose to participate in working at the café with the support of an AHH mentor. They can simultaneously complete a barista course, developing their independence and employability in the community. AHH Lifeskills often provide the services of the coffee cart to community events which clients are encouraged to assist with. Clients will be guided in learning the following, and more:



- Money handling
- Social skills & customer service
- Professionalism
- Using coffee machine
- Cleanliness & tidiness
- Initiative

If you are interested in trying out barista training at the café or the coffee cart, contact Adelaide at info@ahhlifeskills.com or Barista Team Leader at coffee@ahhlifeskills.com



Weekend Excursions: AHH Lifeskills Weekend Excursions are provided throughout the year, pausing for Easter Long Weekend and a few weeks over Christmas & New Years. Tailored for each age group (U18, 18+ and 30+), weekend excursions are an excellent opportunity to access community activities with constant support, build confidence, develop social skills and make friends. Weekend Excursions have been designed to have an easy booking system, inclusive fee and simple process. All excursions provide:



- Weekly text invites Monday mornings - clients only need to reply to text to book
- Booking confirmation texts sent the afternoon prior to excursion including: expected mentor and contact number, pick up/drop off times (30min window), and what to bring
- Fee: transport (charged \$/km), 6 hours of 1:2 support (charged hourly) and majority activity cost
- Out of pocket expense: food and drink (clients are expected to bring own or money) and heavily subsidised fee for the organised activity



Camps: There are numerous group camps offered by AHH Lifeskills throughout the year aimed towards building skills and independence. These are organised into age groups like weekend excursions. Camps run for between 2 and 8 days and have been successfully completed across all of Australia — Perth, Darwin, Cairns, Gold Coast, Melbourne, and more. Now, camps occur only inside of South Australia.

For an easier transition to independence, there are also weekend camps on offer. Past camps offered include: horse-riding camp at Four Oaks, Port Elliot camp, Woodhouse Activity Centre, and Monarto Safari Park camp.





Camps are usually a big leap in building independence and understandably can cause feelings of homesick and anxiety. To ease these fears as best as possible, we recommend clients who wish to book into camps initially attend several weekend excursions beforehand - this will allow them an opportunity to meet other participants that will be going on the same camp, as well as become familiar and comfortable with support workers. Excursions prior to camps also allow support workers to gauge if there are any behaviours of concern and formulate strategies for care during camp.

Camps are charged at a 1:3 ratio of care (1 support worker to 3 clients) under Short Term Respite (STR) unless otherwise required. Quotes for camps can be provided by the Finance Manager at accounts@ahhlifeskills.com and bookings for camps can be made to support@ahhlifeskills.com.



Respite: AHH Lifeskills has a respite site located in Hahndorf. Respite clients are usually arranged to participate in weekend excursions during their stay. Respite is a valuable opportunity to develop independence for clients away from parents or guardians but also provides a reprieve for parents.

AHH Lifeskills has an experienced team of support workers to work with participants that may have behaviours of concern.

To enquire about booking respite, please contact the Respite Team Leader, at respite@ahhlifeskills.com



Supported Independent Living (SIL): AHH Lifeskills currently have several Supported Independent Living accommodations across Adelaide and surrounds, mostly based in Mount Barker. These residences allow clients with disabilities to graduate from their family homes or dependent facilities and live independently with the support of experienced and familiar workers. Our SIL Houses have 2-4 residents, encouraging healthy co-habitation with like-minded peers.

AHH Lifeskills SIL is charged at an individualised rate for support under your NDIS SIL plan, as well as the out-of-pocket Household expenses for rent, utilities, internet, Netflix, Stan & Disney+.

If you are interested in SIL Accommodation with AHH Lifeskills, contact Oscar Schiblhut, Housing & Wellbeing Manager at services@ahhlifeskills.com

Wunderbar Farm: Located in Hahndorf. The hub for Day Options activities and offers additional seasonal activities like:



- Pruning
- Animal husbandry (goats, sheep, chickens, alpacas)
- Gardening – fruit picking, managing herb garden
- Farm maintenance
- Developing and caring for the Hamdorf Miniature Guinea Pig Village in collaboration with Hamdorf Cafe
- Roadside stall selling local produce from Wunderbar Farm and other local businesses



Participant Rights and Responsibilities

Your Rights: You have the right to:



- Be treated with dignity, empathy, and respect
- Have your privacy and personal information protected
- Be free from abuse, neglect, and discrimination
- Make your own choices and decisions
- Be supported to access advocates
- Participate in planning and reviews
- Provide feedback or complaints without fear

Your Responsibilities: As a participant, you are expected to:



- Communicate your needs and preferences
- Treat others with respect and courtesy
- Provide accurate and updated information
- Notify us if you can't attend a service
- Engage positively with your supports

Our Responsibilities

We are committed to providing high-quality, safe, and respectful services. We will:



- Comply with the NDIS Practice Standards and Code of Conduct
- Maintain worker screening and induction
- Respect your rights and choices
- Provide culturally appropriate and inclusive services
- Support your right to dignity of risk and freedom of expression

Working with You

At AHH Lifeskills, everything we do is guided by you—your goals, your values, and your unique way of doing things. We don't take a one-size-fits-all approach. Instead, we work closely with you to create a support experience that is flexible, respectful, and genuinely helpful.



Here's how we work with you:



- **We listen first.** We want to understand what matters most to you—your interests, strengths, support needs, and hopes for the future.
- **We build person-centred plans.** Your support plan is designed with you (and your family or advocate, if you choose) to make sure it fits your goals and your lifestyle.
- **We match you with the right people.** We take your preferences into account when selecting support workers—because feeling comfortable with your team is important.
- **We check in and adjust.** Things change, and that’s okay. We’ll regularly check in with you and adjust your support plan if needed.
- **We welcome your feedback.** Your ideas and opinions help us improve. We’ll always encourage you to speak up about what’s working, what’s not, or what could be better.
- **We respect your identity.** We celebrate diversity and will always respect your culture, language, gender identity, spiritual beliefs, relationships, and choices.



We believe that when you’re truly listened to and supported, amazing things can happen. We’re here to help you reach your goals—on your terms.

Support Worker Expectations

At AHH Lifeskills, we expect all support workers to act in a way that protects your rights, safety, dignity, and wellbeing. Here’s what you can expect every time:

Respectful and Professional Conduct



- Staff will speak to you politely, respectfully, and in a way you understand.
- They will dress neatly and be ready to support you with a positive attitude.
- They won’t talk down to you, gossip, or involve you in their personal issues.

- They will support your independence — not take over unless needed for safety.

Maintaining Professional Boundaries



- Workers cannot:
 - Add you or your family on social media.
 - Accept or request personal gifts or money.
 - Form romantic, sexual, or personal relationships with participants or their families.
 - Share personal problems or engage in “mate-like” behaviour.
- They will always maintain clear, professional relationships.

Clear Handover at Shift End



- If your shift ends with another support person or guardian taking over, your worker will give a proper verbal handover and/or document anything important (e.g. medication given, moods, incidents, appointments).
- This keeps your care consistent and safe.

No Phone Use or Distractions



- Workers are not allowed to use their phone during shift time unless it's:
 - Part of your support plan (e.g. navigation, app use).
 - An emergency.
- Personal texting, scrolling, or social media during shifts is not okay.

Your Space, Your Consent



- Staff will always ask permission before entering private spaces or helping with personal care.
- They will never touch you or your belongings without consent, unless in an emergency or to prevent harm.

Safe and Responsible Transport



- When transporting you, support workers:
 - Must be fully licensed and insured.
 - Follow road rules and drive safely.
 - Ensure seatbelts and mobility equipment are correctly used.
 - Will not drive distracted, speed, or leave you unattended in a vehicle.

Manual Handling and Physical Support



- Workers must follow safe lifting and handling practices.
- If you need physical support (e.g. lifting, transfers), they will only do this in line with your risk plan or after receiving training — to protect both you and them.

Cultural Safety and Inclusion



- Your identity, culture, language, faith, sexuality, gender, and beliefs will always be respected.
- Workers are expected to use inclusive language and honour your personal routines and preferences.

Accountability and Reporting



- Staff will record their shift accurately and honestly.
- Any concerns or incidents will be reported quickly and clearly through our systems.
- If they make a mistake, they must report it — not hide it.

No Drugs, Alcohol or Impairment



- Workers must never attend shifts under the influence of drugs, alcohol, or anything that affects their ability to support you safely.

No Use of Work Time for Personal Benefit



- Workers **must not use shift time to run their own errands**, complete personal business, or do anything that benefits them personally.
- This includes:
 - Stopping at shops or drive-throughs *for themselves* without your request.
 - Running personal errands (e.g. banking, appointments).
 - Doing paid or unpaid work for someone else during your shift.
 - Taking you to their own home or bringing dependents to your home.
- Support shifts are fully funded by your NDIS plan — they are **100% for you**, your goals, and your needs.
- If you notice a worker doing things for themselves during your shift time, you can let us know — we take it seriously.

Feedback and Complaints

We want to hear from you—whether it's a suggestion, compliment, concern, or complaint. Your feedback helps us improve and ensures your voice is heard.



How to give feedback or make a complaint:



- **Speak directly** to any support worker or staff member you feel comfortable with
- **Email us:**
 - support@ahhlifeskills.com
 - services@ahhlifeskills.com
 - hr@ahhlifeskills.com
- **Call us:** 1300 000 730 (ask to speak to a Team Leader or Manager)
- **Use our website contact form:** www.ahhlifeskills.com/contact



- **Submit an online complaint form**, with the choice of staying anonymous:



You can ask a family member, advocate, or support coordinator to help you give feedback if you'd prefer. We treat all feedback seriously and will respond promptly. We will:



- Acknowledge your complaint
- Keep your information private
- Work with you to find a solution
- Let you know the outcome, if it doesn't breach confidentiality

Want to talk to someone outside AHH Lifeskills?



If you feel your concern hasn't been resolved or you'd rather speak to an external organisation, you can contact:

- **NDIS Quality and Safeguards Commission**
 - Phone: 1800 035 544
 - Website: www.ndiscommission.gov.au

You won't get in trouble for raising a complaint. Your feedback helps us do better—and we're always listening.

Privacy and Confidentiality

Your personal information is important—and so is your right to privacy. AHH Lifeskills takes privacy and confidentiality seriously. We are bound by the **Privacy Act 1988** and follow the **Australian Privacy Principles** and **NDIS Practice Standards** to ensure your information is protected at all times.



What we collect and why: We only collect the information we need to:

- Provide you with safe, high-quality services
- Help you achieve your NDIS goals
- Understand your needs and tailor support

This may include your name, contact details, medical and support needs, emergency contacts, assessments, or NDIS plan information.



How we keep your information safe:

- Your information is stored securely in password-protected systems
- Only authorised staff can access your personal records
- We regularly review our privacy practices to stay up to date with the law

When and how we share your information:



- We only share your information with your consent—like with doctors, therapists, or support coordinators
- We will ask you to fill out a Consent to Collect and Share form
- We will **always ask for your permission** unless it's an emergency or we're required to share it by law
- You can choose who we can and can't share information with

You have rights too:



- You can ask to see your records at any time
- You can ask for your records to be corrected if something is wrong
- You can withdraw your consent to share information at any time

If you have questions or concerns about how your information is handled, speak to a staff member or email us at support@ahhlifeskills.com.

Safety and Safeguarding



Your safety—both physical and emotional—is extremely important to us. AHH Lifeskills is committed to creating a safe and respectful environment for every participant, staff member, and visitor.

We follow a Zero Tolerance approach to any form of abuse, neglect, exploitation, discrimination, or violence. This means:

- Abuse of any kind will not be tolerated.
- We take all concerns seriously, and we act quickly.

How we protect your safety:



- All AHH Lifeskills staff complete **reporting training** and know how to recognise the signs of harm or neglect.
- We securely store all emergency contacts, medical information, and personal safety plans to respond quickly in case of emergency.
- We regularly review risk assessments to ensure your environment is as safe as possible.

You will also be supported to:



- Learn how to recognise unsafe situations.
- Know your rights when it comes to personal space, communication, and safety.
- Practice speaking up and telling someone you trust if something doesn't feel right.

If you ever feel unsafe or see something that doesn't feel okay:



- Please talk to a staff member you trust as soon as possible.
- You can also contact these services:
 - **Lifeline:** 13 11 14 (for emotional support and crisis)
 - **Child Abuse Report Line (CARL):** 13 14 78 (if you are under 18)

We will always listen, take you seriously, and make sure you are safe. Your safety is our responsibility, and you never have to go through anything alone.

Service Access and Onboarding



Steps to Access AHH Lifeskills:

1. Complete an online enquiry form or contact us directly
2. Receive a quote and draft service agreement
3. Sign agreement and return required documents (Care Plan, Risk Assessment, etc.)
4. Get matched with a support worker, booked into programs or start a transition plan to SIL!



Documents and policies provided include:

- Cancellation Policy
- Privacy and Dignity Policy

- Complaints Procedure
- Conflict of Interest Policy
- Choice and Control and Dignity of Risk Policy
- Incident Management Policy
- Disability Advocacy Info

We have plenty more policies and procedures, so please don't hesitate to request a copy of any specific ones you'd like to view.

Service Agreement and Consent

Your signed Service Agreement outlines:



- What services you'll receive
- How often and at what cost (NDIS or out-of-pocket)
- Your and our responsibilities
- Terms of agreement including cancellations and payment

Consent includes:



- Sharing information with other providers
- Attending appointments
- Participating in group activities

Consent can be withdrawn at any time.

Incident Management



An incident is anything unexpected that causes harm, distress, or risk to the health, safety, or wellbeing of a participant, staff member, or member of the community. It can include accidents, near misses, injuries, medication errors, restrictive practices, or breaches of your rights.

At AHH Lifeskills, we have a clear Incident Management System in place that meets NDIS Practice Standards and ensures a prompt, respectful, and safe response.



What happens if an incident occurs:

- We act immediately to ensure everyone's safety. This may include calling emergency services or providing first aid.
- A staff member will notify a Team Leader or Manager right away.
- If needed, we will contact your guardian, nominated representative, or emergency contact.
- We record a detailed incident report, including what happened, where, when, and who was involved.
- The incident is reviewed to identify what went wrong and how to prevent it in future.
- If the incident is serious, we will notify the **NDIS Quality and Safeguards Commission** or other authorities (such as Police, Child Protection, or Health Services) within the legally required timeframe.



You will be supported throughout the process:

- You'll be offered support to talk about what happened and how you feel.
- You can request advocacy or bring someone with you.
- We will explain the process in a way that is clear and easy to understand.
- We will follow up to ensure you feel safe and informed.



Examples of incidents that must be reported to the NDIS Commission include:



- Serious injury or death
- Abuse or neglect
- Use of unauthorised restrictive practices

- Missing persons

We want you to feel safe and respected at all times. If you see or experience anything that feels unsafe, wrong, or upsetting, please speak to a staff member you trust.

Emergencies and Risk



At AHH Lifeskills, we plan ahead with you to make sure you feel safe and supported—especially in emergencies or challenging situations. We want you to have choice and control while also ensuring you're protected when it matters most.



Here's how we manage risk and emergencies together:

- We work with you to create an emergency plan that suits your individual needs. This might include medical needs, key contacts, communication preferences, or mobility support.
- For participants in SIL or Respite, we develop a full Personal Emergency Evacuation Plan (PEEP) to support your safety during fires, power outages, or urgent situations.
- For other services (like Mentoring, Day Options, Camps, etc.), we prepare more concise risk plans tailored to the setting and your needs.
- We regularly review and update your plans—especially if something changes in your health, home, or life.
- We make sure staff know what to do and how to help if there's ever an emergency.



What is 'dignity of risk' and why does it matter? It means we support your right to take reasonable risks while learning, growing, and doing what matters to you—even if things don't go perfectly. We won't limit your freedom out of fear—

we'll work with you to manage risk in a safe, respectful way that helps you build independence.

If you ever feel unsure about what would happen in an emergency, just ask—we'll walk through it together.

Choice and Control, and Dignity of Risk



At AHH Lifeskills, we believe you have the right to make decisions about your own life—even if those choices involve some risk. We support you to make choices about where and with whom you live, who supports you, and how you live your day-to-day life.

What this means for you:



- **You're in control:**

You get to decide where you live (SIL), who you live with, and what your daily routine looks like.

- **You choose your support:**

You can choose who supports you. If you want to change your support worker, just let us know. We do our best to match you with staff you're comfortable with.

- **We give you the facts:**

We provide information in ways you can understand, so you know your options and what each choice might mean. You can ask for information in different formats (like Easy Read or another language).

- **Support to make decisions:**

We encourage you to make your own decisions. If you want, you can include family, friends, or an advocate in making decisions.





- **Dignity of risk:**

You have the right to take reasonable risks—like trying something new or making your own choices. We'll talk through any risks together and make a plan to keep you safe without taking away your independence.

- **Safety comes first—but you're still in charge:**

We balance safety and your right to choose. We'll help you understand risks and make a plan, but we won't make decisions for you unless it's absolutely necessary for your safety.

- **Your feedback matters:**

We regularly check in with you about your supports and where you live, to make sure you're happy and your choices are respected. If things change, your plan can change too.

Conflict of Interest



AHH Lifeskills maintains transparency and integrity in all relationships. A conflict of interest may arise if someone's personal interests could impact their professional judgment. To manage this:

- All staff and participants must disclose any potential conflicts.
- Conflicts are assessed, managed, and, if needed, mitigated.
- Personal relationships and dual roles are handled under clear guidelines.
- Only gifts under \$20 in value are permitted to be exchanged between support workers and clients.
- All declarations are kept confidential, and there is zero tolerance for retaliation.



Disability Advocacy

What does disability advocacy involve?



Disability advocacy involves promoting, protecting, and upholding the rights of individuals with disabilities. Advocacy services help participants navigate challenges, express concerns, and make informed decisions. Family members or caregivers can also seek advocacy support on behalf of participants, ensuring there's no conflict of interest.

What are the recent changes under NDIS?



- Advocacy is now increasingly aligned with capacity-building goals in individual NDIS plans.
- Participants can allocate funding under Support Coordination or Capacity Building – Improved Relationships for advocacy services where it supports their goals.
- Greater flexibility allows participants to choose advocates from a wider network, ensuring diverse representation

Who is a Disability Advocate?



A disability advocate serves as a representative and ally for individuals who may find it challenging to voice their concerns. Advocates work closely with participants, ensuring informed decisions and transparent processes.

Advocates:

- Support participants in understanding their rights under the NDIS Quality and Safeguards Commission framework.



- Provide guidance on navigating complex NDIS plan reviews, appeals, and service disputes.
- Assist with preparing for NDIS planning and review meetings, including providing documentation to support participant goals.
- Prioritise confidentiality, ensuring sensitive information remains private and only shared with explicit consent.

Exceptions include reporting harm to comply with safeguarding policies and mandatory reporting requirements if there are risks to safety or well-being.

How Can I Find a Disability Advocate?



1. Use the NDIS-funded Disability Advocacy Finder Tool on the NDIS website for localised searches.
2. Visit [Ask Izzy](#) for additional resources.
3. Call the Disability Gateway at 1800 643 787, available Monday-Friday, 8am to 8pm.
4. Deaf or hard-of-hearing individuals can contact the National Relay Service at 1800 555 677.

When contacting a service:

- Clearly outline your goals and the challenges you face.
- Ask about available advocates, waitlists, or referrals.

Bridging Identified Gaps:



1. **Participants from Marginalised Communities:** Many participants from culturally and linguistically diverse (CALD) backgrounds or remote regions face barriers to advocacy. Updated resources now include access to the Translating and Interpreting Service (TIS) for over 160 languages (call 131 450) and specific remote area advocates listed on the NDIS portal.

2. **Child and Youth Advocacy:** Children and youth with disabilities may require specialised advocates to work with schools or child services. Ensure the sheet highlights advocacy options under Children and Young People with Disabilities Australia (CYDA).
3. **Conflict Resolution Assistance:** Participants often encounter disputes with service providers, which may require professional mediation. Advocates can provide direct support or refer participants to NDIS Appeals services.
4. **Mental Health Advocacy:** Advocacy for psychosocial disability is now supported under the Recovery-Oriented Framework, with increased training for advocates working in this area.



South Australian Individual Advocacy Services

- Advocacy for Disability Access and Inclusion (ADAI) – [Website](#)
- Brain Injury South Australia (BISA) – [Website](#)
- Disability Advocacy & Complaints Service of South Australia – [Website](#)
- Disability Rights Advocacy Service Inc – [Website](#)
- Independent Advocacy SA – [Website](#)
- Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) Women’s Council – [Website](#)



Child Safe Environment



AHH Lifeskills is fully committed to providing a safe, supportive, and respectful environment for all children and young people. Your safety is our number one priority, and we take our responsibility seriously.

What we do to keep children safe:



- We follow all laws and guidelines under the Children and Young People (Safety) Act 2017 and the Child Safety (Prohibited Persons) Act 2016.
- Every staff member must complete child safety training and maintain a current Working With Children Check.
- We teach all participants—including children and young people—about their rights, what safety looks like, and how to speak up if they feel unsafe.
- Staff must maintain clear and professional boundaries. They are trained to recognise signs of harm and are required to report any concerns immediately.
- We encourage every child and young person to use their voice. If something doesn't feel right, they can talk to a trusted staff member or Manager, and we will act straight away.



What happens if someone breaks the rules:

- All breaches of our Child Safe Environments Policy are taken seriously.
- We will respond quickly and transparently to any concerns or complaints.
- Serious concerns may result in dismissal of staff and/or be reported to external authorities like the Department for Child Protection or the Police.

We believe:



- Every child and young person has the right to feel safe, be heard, and be respected.
- Children and young people have the right to understand what is happening around them, and to have trusted adults they can go to.
- Keeping children safe is everyone's responsibility.

If you ever feel unsafe, unsure, or want to talk to someone you trust, please speak with one of our team. We're here to listen and support you.

Social Media Use



At AHH Lifeskills, your dignity, privacy, and safety are our top priorities—online and offline. That’s why we have a clear and respectful social media policy in place to protect you and make sure everyone feels safe and supported.

Here’s what that means for you:



- Only approved staff can post or share anything on social media representing AHH Lifeskills. This helps make sure everything we share is accurate, respectful, and safe.
- **Staff are not allowed to connect with you or your family** through personal social media accounts like Facebook, Instagram, Snapchat, or WhatsApp. This protects your privacy and ensures professional boundaries are always respected.
- If we ever want to take or share a photo or video that includes you (for example, in a newsletter, brochure, or social post), we will always ask for your written permission first, such as your ‘*Consent to Collect and Share Agreement*’.
- All our team members are trained on how to use social media professionally and safely. They understand how important it is to respect your privacy and how to respond if anything goes wrong.
- If someone uses social media in an unsafe or inappropriate way, it will be reported and followed up as part of our official incident management process.



Why this matters: This policy is designed to protect you, your information, and your experience with us. It also helps make sure that anything shared about AHH

Lifeskills or our participants is positive, respectful, and completely in line with your choices.

If you ever feel uncomfortable or concerned about something online, please let one of our staff know. We're here to help.



Contact Information

Main Contact: 1300 000 730

Email: support@ahhlifeskills.com



Website: www.ahhlifeskills.com

SIL Enquiries: services@ahhlifeskills.com

Respite Enquiries: respite@ahhlifeskills.com



Finance/Quotes: accounts@ahhlifeskills.com

Café: info@ahhlifeskills.com

Coffee Cart: coffee@ahhlifeskills.com

Complaints/HR: hr@ahhlifeskills.com



Location: 2179 Mount Barker Road, Hahndorf SA 5045

Thank you for joining the AHH Lifeskills community. Let's learn through laughter, grow in independence, and create lifelong memories together.