

SMOOTH STRIDE SUPPORT PTY LTD

Participant Handbook

NDIS-PRC-001 | Approved Controlled Participant Handbook

Where Quality Care Meets Genuine Compassion.

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Owner	Shantell Sydenham - Director
Approved by	Shantell Sydenham - Director
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Revision history

Version	Date	Change	Reason / source	Approved by
0.1	27 July 2026	Initial handbook development	Initial controlled draft	Shantell Sydenham - Director
0.2	27 July 2026	Added participant-friendly form guidance at the point of use	Improved participant usability and navigation	Shantell Sydenham - Director
1.1	1 August 2026	Compact-print and participant-issue revision approved	Removed internal source notes and unnecessary forced page breaks; participant guidance retained	Shantell Sydenham - Director

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How to use this handbook

This handbook explains what you can expect from Smooth Stride Support and how to speak up. It is a summary. Your service agreement, support plan and other documents contain details specific to you.

You can ask for support

We can explain this information, provide a digital copy, use a larger font or work with your interpreter, advocate, representative or communication supporter. Tell us what works for you.

Provider	Smooth Stride Support Pty Ltd
Director	Shantell Sydenham
Phone	0473 588 051
Email	admin@smoothstridesupport.com.au
Business location	Medina, Western Australia 6167
Planned commencement	March 2027
Emergency	Call 000
NDIS Commission complaints	1800 035 544

Our promise

We provide support with compassion. We listen with respect. We act with integrity. We celebrate your achievements and support your independence.

Where Quality Care Meets Genuine Compassion.

Every participant has a story. Our role is to walk beside them as the next chapter unfolds.

Important

- You do not have to agree to a service you do not want.
- You can ask questions, use an advocate and make a complaint.
- Call 000 if you or another person is in immediate danger.
- Until registration is granted, Smooth Stride Support Pty Ltd will only deliver supports where lawful, will not provide NDIA-managed supports or services that require mandatory registration, and will not represent itself as a registered NDIS provider.

1. Welcome and who we are

Smooth Stride Support Pty Ltd is a Western Australian provider planning to commence services in March 2027. We aim to provide reliable, respectful and person-centred supports.

- Our Director is Shantell Sydenham.
- You can contact us on 0473 588 051, email admin@smoothstridesupport.com.au, or visit smoothstridesupport.com.au.
- We will listen to what matters to you and explain what we can and cannot provide.
- You can ask for this handbook in another format or ask someone you trust to help you read it.

What you can do

Every participant has a story. Our role is to walk beside them as the next chapter unfolds.

2. Services and service boundaries

We will only provide supports within our lawful operating scope, your service agreement, your plan and worker competence. Once registration is granted, the approved registration scope will also apply.

- intended registration groups: 0106 Support Coordination; 0107 daily personal activities; 0108 travel/transport; 0117 life skills; 0120 household tasks; and 0125 community participation.
- We do not provide Plan Management (0127).

- We do not provide specialist behaviour support, functional behaviour assessment or behaviour support plan development.
- We do not act as a specialist behaviour support provider or practitioner.
- We do not implement behaviour support plans containing regulated restrictive practices.
- High Intensity Daily Personal Activities (0104) are not included in our confirmed launch scope.
- If we cannot safely meet your needs, we will explain why and help with a safe referral or transition where you agree.

Form you can use here: *PART-FRM-001 Enquiry, Referral and Triage Record or NDIS-FORM-034 Referral Form records an agreed referral when another provider is needed.*

What you can do

Registration must be granted before a registration group is represented as approved. The wording above records planned scope.

3. Your rights and our commitments

You have the right to dignity, respect, privacy, safety, choice, control, independence and freedom from abuse and discrimination.

- You can choose who is involved in your supports.
- You can ask questions, change your mind, refuse a support or ask for a review.
- You can use an advocate, interpreter, representative or communication support.

Form you can use here: *NDIS-FORM-018 Authority to Engage an Advocate records who you want involved and what you authorise them to do.*

- You can make a complaint without being punished or treated differently.
- You can expect workers to follow the NDIS Code of Conduct and work within their skills.
- We will support dignity of risk and use the least restrictive safe option.

What you can do

If you think your rights are not being respected, tell us, your advocate or the NDIS Commission.

4. Culture, identity, values and relationships

Your culture, identity, values, beliefs, language, relationships and community are part of who you are.

- We will ask, not assume, how you want to be supported.
- You decide what cultural, religious, gender, sexuality, family or community information is relevant.
- We can work with an interpreter, cultural adviser, advocate or person you choose.

Form you can use here: *ACC-FRM-001 My Communication and Accessible Information Profile records how information should be explained and what communication support works for you.*

- We will not impose our workers' beliefs or discriminate against you.
- You can ask for worker matching or changes where this is reasonable and available.

Form you can use here: *NDIS-FORM-023 Participant Assessment and Support Plan records your worker-matching, cultural-safety and support preferences.*

What you can do

Tell us what makes support culturally safe and respectful for you.

5. Choice, consent and supported decision-making

We will give you information in a way you can understand and support you to make your own decisions.

- We will explain options, benefits, risks, costs, limits and alternatives.
- You can take time, ask questions and seek independent advice.
- You can choose a supporter or advocate to help you decide.

Form you can use here: *NDIS-FORM-018 Authority to Engage an Advocate can record the supporter or advocate you choose.*

- We will verify the authority of a nominee, guardian or other substitute decision-maker.

Form you can use here: *NDIS-FORM-020 Participant Consent Form records consent and the authority of a nominee, guardian or representative where relevant.*

- Consent is specific and can be changed or withdrawn, subject to any lawful limits we explain.
Form you can use here: *NDIS-FORM-020 Participant Consent Form is used to record, review or withdraw a specific consent.*
- We will record your direction and review it when your needs or choices change.

What you can do

Your communication style or disability does not mean other people should decide for you.

6. Privacy, confidentiality and your records

We collect only information needed for lawful, safe and agreed purposes and protect it from misuse or unauthorised access.

- We will tell you what we collect, why, who may receive it and how it is stored.
Form you can use here: *INFO-FRM-001 Privacy Collection Notice and Consent Record explains and records what information is collected and why.*
- We will ask for specific consent before photographs, audio, video or optional information sharing.
Form you can use here: *INFO-FRM-002 Information Sharing and Disclosure Decision Record is used before optional information is shared with another person or organisation.*
- Workers use approved systems and only access information needed for their role.
- You can ask to access or correct your records.
Form you can use here: *INFO-FRM-003 Access and Correction Request Record can be used when you ask to see or correct your information.*
- We keep records for required periods and dispose of them securely.
- We will assess and respond to an actual or suspected privacy breach.
Form you can use here: *INFO-FRM-004 Suspected Data Breach Assessment and Notification Record is used by the provider to assess and respond to a privacy or cyber incident.*

What you can do

Contact the Director if you want to access or correct information or if you think your privacy has been breached.

7. Planning, agreements and reviews

Your services begin only after we understand your needs, risks, goals and preferences and agree on what will be provided.

- Your service agreement and schedule explain supports, responsibilities, prices, travel, cancellations, expenses, reviews and ending services.
Form you can use here: *NDIS-FORM-017 Service Agreement and NDIS-FORM-022 Service and Support Schedule record the supports, prices, responsibilities and agreed arrangements.*
- Your support plan records what matters to you and how you want support delivered.
Form you can use here: *NDIS-FORM-023 Participant Assessment and Support Plan records what matters to you and how you want support delivered.*
- Risk planning is done with you and respects dignity of risk.
Form you can use here: *NDIS-FORM-043 Client Individual Risk Assessment records risks, your choices and agreed controls.*
- We will check that workers have the right information and competence before a service starts.
- You can request a review at any time and we will review after important changes, incidents or concerns.
Form you can use here: *PART-FRM-003 Participant Service Review Record or PART-FRM-004 Participant Requested Service Change Record documents a review or change you request.*

What you can do

Do not sign a document you do not understand. Ask for accessible information, an advocate or more time.

8. Support Coordination and conflicts of interest

Support Coordination must help you exercise genuine choice and control, including when Smooth Stride Support also offers a direct service.

- We will tell you about actual, potential or perceived conflicts.
Form you can use here: *NDIS-FORM-013 Conflict of Interest Report Form records an actual, potential or perceived conflict.*
- We will present genuine provider alternatives and record your choice.
Form you can use here: *FRM-0106-002 Scope, Suitability and Conflict Screen records provider alternatives, disclosures and your choice.*
- You are not required to use Smooth Stride Support's direct services.
- We will separate Support Coordination advice from direct-service sales decisions where practicable.
- We do not receive or pay secret commissions or referral benefits.
- You can ask for independent advice, another coordinator or a conflict-management review.
Form you can use here: *NDIS-FORM-014 Conflict of Interest Register records the conflict, safeguards, review and outcome.*

What you can do

Tell us if you feel pressured or if you think a recommendation benefits us more than you.

9. Safety, abuse and speaking up

You have the right to be safe and free from violence, abuse, neglect, exploitation, grooming, sexual misconduct and discrimination.

- Workers must take concerns seriously and act to protect immediate safety.
Form you can use here: *SAFE-FRM-003 Safeguarding Concern, Disclosure and Protection Record is used by the provider to record a concern and immediate protection actions.*
- You can tell us, police, the NDIS Commission, an advocate or another person you trust.
- We will listen without blaming you and support your preferred communication.
Form you can use here: *NDIS-FORM-018 Authority to Engage an Advocate can record the person you want to support you during the response.*
- We will protect privacy as far as possible and explain when information must be shared for safety or law.
- We will not retaliate against you for speaking up.
- If you are in immediate danger, call 000.
Form you can use here: *SAFE-FRM-001 Incident Report and Immediate Response Record or NDIS-FORM-002 Incident Report Form records what happened and the action taken.*

What you can do

Specialist behaviour support and regulated restrictive-practice implementation are outside Smooth Stride Support's scope.

10. Incidents and open disclosure

An incident is something that caused, or could have caused, harm while supports were being provided.

- We will respond to immediate safety and arrange emergency or medical help where needed.
- We will record and assess the incident and make required notifications.
Form you can use here: *NDIS-FORM-002 Incident Report Form records the incident; NDIS-FORM-012 Incident Register tracks notification, investigation and follow-up.*
- You will be supported and involved in the response and review as much as you choose.
Form you can use here: *SAFE-FRM-004 Participant Support, Open Disclosure and Debrief Plan records how you want to be supported and involved.*
- We will explain what happened, apologise where appropriate and tell you what we are doing next.
- You can use an advocate or make a complaint about the incident or our response.
Form you can use here: *NDIS-FORM-003 Feedback and Complaints Management Form can be used if you want to complain about the incident or response.*
- We will learn from incidents and check that corrective actions work.
Form you can use here: *SAFE-FRM-002 Incident Investigation and Root Cause Review records findings and corrective actions.*

What you can do

Report urgent danger to 000. You can also contact the NDIS Commission on 1800 035 544.

11. Feedback and complaints

You can give feedback or make a complaint orally, in writing, anonymously or with support.

- Contact Shantell Sydenham on 0473 588 051, email admin@smoothstridesupport.com.au, or visit smoothstridesupport.com.au.
- You can use NDIS-FORM-003, but you do not have to use a form.
Form you can use here: *NDIS-FORM-003 Feedback and Complaints Management Form is available if you want to write your feedback down; using it is optional.*
- You can ask for an interpreter, advocate, representative or other communication support.
Form you can use here: *NDIS-FORM-018 Authority to Engage an Advocate can record the advocate or representative you want involved.*
- We will acknowledge, assess, respond and keep you informed.
Form you can use here: *NDIS-FORM-011 Feedback and Complaints Register is used by the provider to track response, communication, resolution and improvement.*
- You will not be punished or lose services because you complained.
- You can complain directly to the NDIS Commission on 1800 035 544 or through its website.

What you can do

A complaint about immediate danger, abuse or criminal conduct also uses emergency, police or incident pathways.

12. Your money and property

Your money and property remain under your control.

- Workers may only handle money or property with your clear authority and for the purpose you agreed.
Form you can use here: *FIN-FRM-002 Participant Money Authority, Purchase and Reconciliation Record records your authority, the purchase and the reconciliation.*
- Transactions must be recorded and receipts kept.
Form you can use here: *NDIS-FORM-036 Participant Cash Register records each transaction, receipt and running balance.*
- Your money must not be mixed with a worker's or the business's money.
- Workers cannot borrow from you, lend to you, pressure you, use your PIN or benefit from a purchase.
- We do not provide financial advice or Plan Management.
- Tell us immediately about loss, damage, a discrepancy or suspected financial abuse.
Form you can use here: *NDIS-FORM-002 Incident Report Form or SAFE-FRM-003 Safeguarding Record is used for loss, a discrepancy or suspected financial abuse.*

What you can do

You can ask to see your cash and purchase records.

13. Medication, meals, personal care and household support

These supports are provided only when they are agreed, within scope, supported by a current plan and delivered by a competent worker.

- Personal care is provided with consent, privacy, dignity and your preferred routine.
Form you can use here: *FRM-0107-003 Personal Care Preferences and Consent Record and NDIS-FORM-041 Activities of Daily Living Support Plan record your preferred routine and consent.*
- Medication support follows the current label, plan and authority; workers do not prescribe or make clinical decisions.
Form you can use here: *HLTH-FRM-001 Participant Medication Support Profile and Authority and HLTH-FRM-002 Medication Assistance Record are used before and during medication support.*
- Mealtime support follows current texture, fluid, positioning, allergy and supervision instructions.

Form you can use here: *HLTH-FRM-005 Participant Mealtime Management Plan and Worker Instructions* records current meal, texture, fluid, positioning and supervision directions.

- Household tasks are limited to agreed, safe tasks; workers do not perform hazardous trade or repair work.
- Tell us about changes, discomfort, refusal, error, swallowing concern or unsafe conditions.

Form you can use here: *HLTH-FRM-007 Participant Health Deterioration and Escalation Record* or *NDIS-FORM-002 Incident Report Form* records a significant change or safety event.

- High-intensity supports are outside the confirmed launch scope.

What you can do

Call 000 for a medical emergency or choking. Workers will also notify the Director and complete required records.

14. Transport, community and life-skills support

You choose the goals, destinations and activities supported within your plan and service agreement.

- Transport arrangements, costs, safety needs, mobility equipment and emergency contacts are agreed before travel.

Form you can use here: *NDIS-FORM-022 Service and Support Schedule* and *FRM-0108-001 Participant Transport Plan* record the agreed activity, travel arrangements and costs.

- Workers must be appropriately licensed, insured, fit to drive and use a safe vehicle.

Form you can use here: *FRM-0108-002 Participant Transport Risk Assessment* and *FRM-0108-003 Vehicle Approval and Pre-Start Checklist* record travel and vehicle safety controls.

- Community support protects your privacy and promotes inclusion and independence.
- Life-skills support should build capability rather than create unnecessary dependence.

Form you can use here: *FRM-0117-003 Life Skills Progress Review* records progress toward the capability goals you choose.

- You can change or stop an activity, subject to safe travel and handover arrangements.

What you can do

Tell us about accessibility, sensory, communication, cultural or safety needs before an outing.

15. Emergencies, continuity and your home

We plan with you for emergencies and interruptions that may affect critical supports.

- Your plan may include emergency contacts, communication needs, health risks, evacuation, critical supplies and backup supports.

Form you can use here: *EM-FRM-001 Participant Emergency and Continuity Plan* or *NDIS-FORM-038 Emergency and Disaster Management Plan* records contacts, critical supports and backup arrangements.

- Workers will not enter or remain in an unsafe environment.

Form you can use here: *WHS-FRM-001 Home Visit Dynamic Risk and Pre-Start Check*, *NDIS-FORM-040 Service Environment Inspection* and *NDIS-FORM-042 Home Safety Checklist* record environmental risks.

- We will contact you or your chosen representative if a service is delayed, changed or cannot be delivered.
- We will prioritise safety and critical needs during severe weather, fire, outage, pandemic, vehicle or workforce disruption.
- We will review the plan after an emergency, drill or important change.

Form you can use here: *NDIS-FORM-039 Emergency and Disaster Drill Report* records what was tested, learned and improved.

What you can do

Call 000 for immediate danger. Tell us when your emergency contacts or critical needs change.

16. Changing, pausing or ending services

Transitions should be planned, safe, respectful and led by your choices wherever possible.

- You can request a change, pause or end services under the terms of your service agreement.

Form you can use here: *PART-FRM-004 Participant Requested Service Change Record*, *PART-FRM-005 Service Suspension Risk and Decision Record* or *PART-FRM-006 Transition and Exit Plan* records the pathway you choose.

- We will explain notice periods, outstanding costs and any immediate safety concerns.
- With your consent, we will share the minimum necessary information with a new provider.

Form you can use here: *PART-FRM-007 Participant Handover and Information Transfer Record documents your consent and the minimum information shared.*

- We will return your property and finalise records and accounts.

Form you can use here: *PART-FRM-006 Transition and Exit Plan and PART-FRM-008 Exit Feedback and Outcomes Record support final property, records, feedback and account checks.*

- We will not abandon critical supports; urgent or unplanned exits use continuity and risk controls.
- You can complain about a transition or withdrawal decision.

Form you can use here: *NDIS-FORM-003 Feedback and Complaints Management Form can be used if you are unhappy with a transition or withdrawal decision.*

What you can do

Ask for an advocate or transition meeting if you want support to change providers.

Important contacts

Contact	When to use it	Details
Emergency services	Immediate danger, serious injury, fire or urgent medical help	000
Smooth Stride Support	Questions, service changes, feedback, complaints, incidents or privacy	0473 588 051 admin@smoothstridesupport.com.au
NDIS Commission	Concerns or complaints about NDIS support quality or safety	1800 035 544 www.ndiscommission.gov.au
Police assistance	Non-urgent police help	131 444
Lifeline	Crisis support	13 11 14

If you need help contacting an organisation listed here, ask us, your advocate or another person you trust.

Participant receipt and communication record

Completing this page is optional for the participant. The provider records how the handbook was offered and any requested accessible format or support.

Participant name	_____
Handbook offered on	_____
Format provided	☐ Word/digital ☐ Print ☐ Large print ☐ Explained verbally ☐ Other:
Communication support	☐ Interpreter ☐ Advocate ☐ Representative ☐ Easy Read/visual support ☐ Other:
Questions / follow-up requested	_____
Participant / representative signature (optional)	_____
Worker name / signature / date	_____