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## Participant Policies

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## Section 1: Welcome / Introduction

Welcome to **Ironbark Adventure Mentoring**. This document outlines our key participant policies to ensure a safe, professional, and enjoyable experience. It includes our **Privacy Policy**, **Child Safe Policy**, and **Complaints & Feedback Policy**.

Participants will provide personal, medical, and emergency information through our **Service Agreement** and **Consent Forms**.

By participating in Ironbark Adventure Mentoring activities, participants or their guardians acknowledge that they have read and understood these policies.

If you require this document in an alternative format or have difficulty understanding any part of it, please contact us at **hello@ironbarkadventure.com.au** for assistance.

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## Section 2: Privacy Policy

### **Purpose:**

Ironbark Adventure Mentoring is committed to protecting participants' privacy and handling personal information in accordance with the [Privacy Act 1988 \(Cth\)](#), applicable state legislation, and the NDIS Practice Standards.

### **Scope:**

This policy applies to all participants, families, carers, support coordinators, staff, contractors, and volunteers.

### **Information We Collect:**

We may collect:

- Personal details (name, date of birth, address, phone, email)
- Emergency contacts (parent/guardian or carer details)
- Medical information (conditions, medications, accessibility needs, behavioural support plans)
- NDIS information (plan details, funding categories, support coordinator contacts)
- Session records (attendance, case notes, activity participation, incident reports)
- Financial details (billing and payment information)

### **Use of Information:**

Information is collected solely to:

- Provide safe, high-quality mentoring services
- Assess and manage risk during activities

- Communicate with families, carers, and support coordinators
- Process billing and NDIS claims
- Comply with legal, insurance, and reporting obligations
- Marketing or promotional use only with explicit consent

**Sharing of Information:**

Information is shared only when:

- Necessary to deliver services or ensure participant safety
- Required for NDIS funding, legal compliance, or emergencies
- With explicit written consent for marketing or media purposes

**Consent & Participant Rights:**

- Consent for collection, storage, and use of personal information is obtained in writing and can be withdrawn at any time.
- Participants/guardians may request access to or correction of records at any time.
- Privacy concerns can be raised with the business owner (Reed Buckley) or escalated to:
  - [Office of the Australian Information Commissioner \(OAIC\)](#)
  - [Queensland Information Commissioner](#)
  - [NDIS Commission](#)

**Data Retention & Security:**

- Records are stored securely, electronically or in locked cabinets.
- Records are retained for a minimum of 7 years or longer if legally required.
- Data may be de-identified or anonymized for reporting, training, or research purposes.

**Privacy Breach Procedure:**

In the event of a privacy breach, Ironbark Adventure Mentoring will:

- Notify affected individuals as soon as possible
- Contain, investigate, and remediate the breach
- Report the breach in accordance with the Privacy Act 1988 and NDIS requirements

## **Section 3: Child Safe Policy**

### **Purpose:**

Ironbark Adventure Mentoring is committed to creating a safe, inclusive, and supportive environment for children and young people. This policy aligns with:

- [Child Protection Act 1999 \(QLD\)](#)
- NDIS Practice Standards
- National Principles for Child Safe Organisations

### **Scope:**

Applies to all participants, families, carers, staff, contractors, volunteers, and all service environments (outdoor sites, transport, overnight camps).

### **Commitments:**

- Safety and wellbeing of children and young people are top priority
- Zero tolerance for abuse, neglect, or exploitation
- Risks associated with outdoor and high-risk activities are carefully assessed and managed
- Respect for diversity: inclusion of all abilities, cultures, genders, and backgrounds

### **Responding to Concerns:**

- All suspicions of harm, abuse, or neglect are taken seriously and addressed immediately
- Mandatory reporting to QLD Child Safety Services, Police, and NDIS Commission as appropriate
- Participants, parents, or staff can raise concerns with the business owner or via the Complaints Form

### **Continuous Improvement:**

- Policy reviewed annually, after any incident, or when legislation/best practice changes
- Feedback from participants and families informs ongoing improvement

## **Section 4: Complaints & Feedback Policy**

### **Purpose:**

Ensures complaints and feedback are handled fairly, promptly, and transparently, with child safety and participant welfare prioritized.

### **Scope:**

Applies to participants, families, carers, staff, contractors, and all Ironbark Adventure Mentoring activities.

### **Making a Complaint or Providing Feedback:**

- Speak directly with the business owner
- Complete the Complaints Form (footer of website)
- Email: [hello@ironbarkadventure.com.au](mailto:hello@ironbarkadventure.com.au) | Phone: 0427 802 078

### **Handling Procedure:**

1. Receipt – acknowledge within 48 hours
2. Assessment – determine severity and actions required
3. Investigation – collect relevant facts, documents, and statements
4. Resolution – provide clear response and corrective action
5. Follow-Up – monitor outcomes and ensure actions implemented

### **External Escalation:**

- [NDIS Commission](#) (for NDIS participants)
- [Queensland Ombudsman](#)
- [Queensland Human Rights Commission](#)
- [OAIC](#) for privacy issues

### **Record Keeping:**

- All complaints and outcomes documented securely
- Retained for at least 7 years
- Stored in line with Privacy Policy