

Keeping Safe



- This information is written in an easy to read way.



- We use pictures to explain some ideas.



- You can ask for help to read this information.



- A family member, friend or support person may be able to help you.



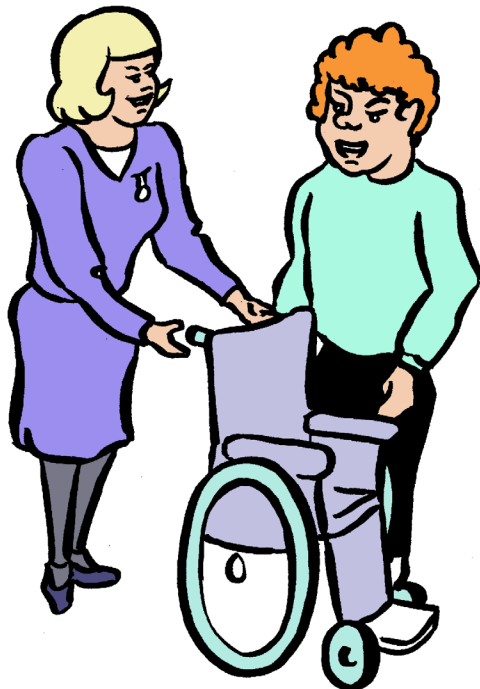
- This document is about safeguarding.
- A **safeguard** is a way of keeping people safe when they use services.



- Safeguards help stop people from being hurt or treated badly.
- Safeguards can help protect your rights.

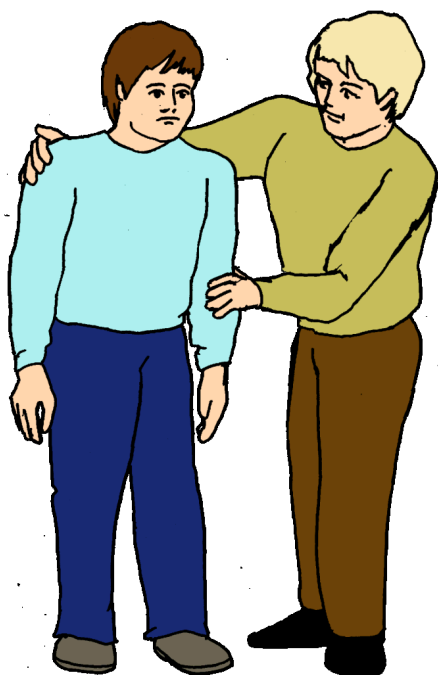


- No-one is allowed to hurt you.
- Other words used for this are **abuse** and **assault**.
- No-one is allowed to neglect you, which means you do not get the care you need.



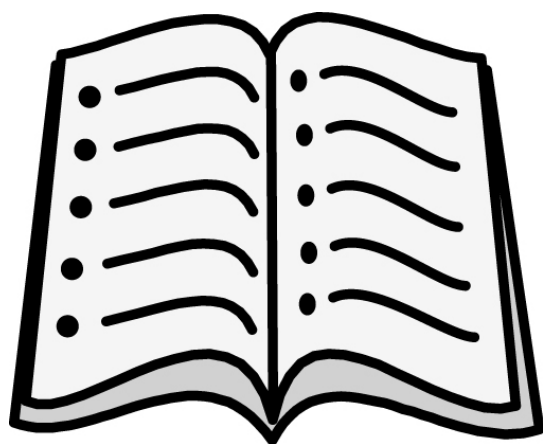
Here are some safeguards we use to help keep you safe.

- We employ good staff.
- We train our staff how to support you and keep you safe.

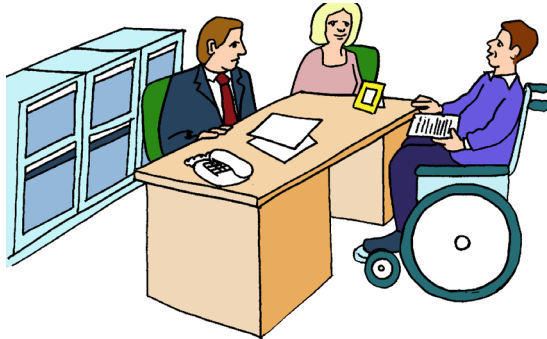


An advocate can help you:

- make decisions; say what you want; understand decisions
- help you if you have complaints, or
- are feeling unsafe.



- We have rules that all staff must use when they are supporting you.



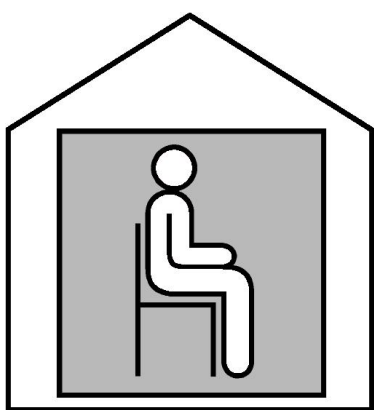
- We support you to have relationships with people important to you.
- We give you information about what is ok and what is **not ok!**



- We support you to tell us if there is a problem.
- We make it easy for you or your family to complain.



- If something happens, we take quick action to try and fix a problem and make sure it doesn't happen again.



- We will keep your details private, and let you know about independent advocates who can help if you are not feeling safe.

[Disability Advocacy Finder](#)



- We follow the law and call police if we need to.



- Please tell us if someone **hits you or hurts you.**



- Please tell us if someone touches you in a way **you don't want to be touched.**



- Please tell us if someone takes your **things or your money.**



- Please tell us if anything else worries you.
- This is who to contact if you feel unsafe.

We also have a Complaints policy with more information, about how to complain.

If you are not feeling safe, please contact the following people

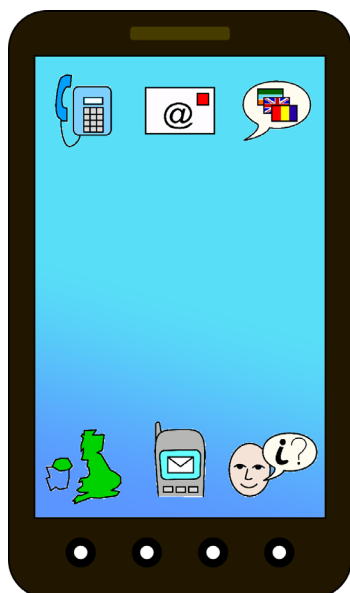


- Sarah Smith, ICAS
Director
0499 994 987



- Chris Smith, ICAS
Senior Manager
0407 643 958

Contact us



- You can call us to speak to one of our friendly staff
07) 3385 0529