

# Keeping Safe

# About this Document

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



# Safeguards

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



Noone is allowed to hurt you

Other words used for this are abuse and assault.



No-one is allowed to neglect you

Neglect means you do not get the care that 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 or understand decisions



- help you if you have complaints

- help you if you 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 does not happen again





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

**Disability Advocacy Finder.**



We follow the law and call the 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 do not  
want to be touched**



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



Please tell us if  
anything else worries  
you.



# Complaints Policy

We have a Complaints Policy with more information about how to complain.



# Achieve Australia

## Contact Details

**You can speak to someone at our head office:**



Suite 1.01, 1 Epping Road  
North Ryde NSW 2113



You can call us on:  
1300 22 44 38



You can visit our website:  
[www.achieveaustralia.org.au](http://www.achieveaustralia.org.au)