



We at Outcomes-Won acknowledge and thank our friends at CoAbility for permission via (CEO Jenine Ellis), to promote the usage of their 'Easy English', documents.

CoAbility

Easy English

Keeping Safe

This information was correct at the time of printing.



If you are hearing/speech impaired, you can communicate with us by calling the National Relay Service (NRS) on 133 677.



If you need help to talk to us in your language, call the Translating and Interpreting Service (TIS) on 131 450 (9am-5pm).

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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.

What are 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.



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 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 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.**

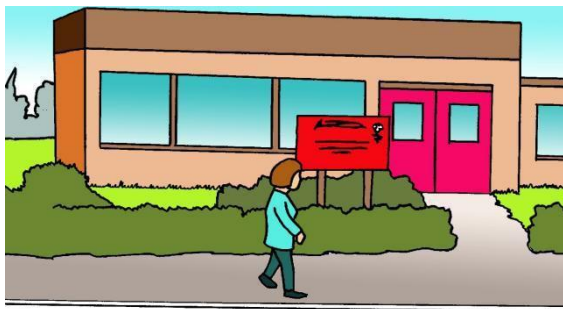
Contact the following people



Outcomes-Won has a person whose job it is to work with you when you have a complaint or feedback. This is the Managing Director.

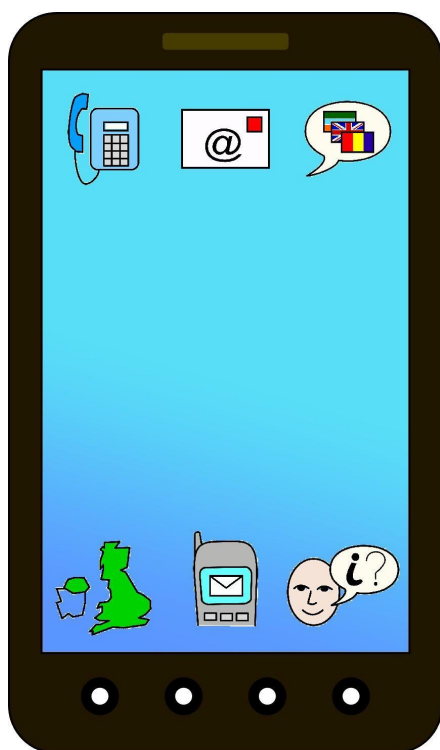


Outcomes-Won Contact Details



You can post
communications to:

**Po Box 79, Ararat
3377**



You can call us on:

0491-760-663

You can visit our
website:

**[www.outcomes-
won.com.au](http://www.outcomes-won.com.au)**