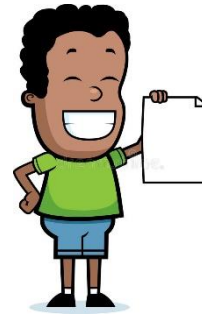


Keeping Safe

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 does not 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 do not want to be touched.

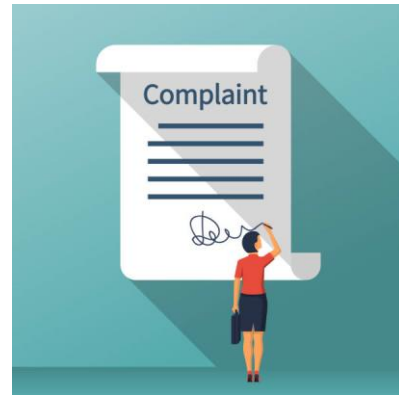


Please tell us if someone takes your things or your money.

Please tell us if anything else worries you.



We also have a Complaints policy with more information about how to file a complaint.



If you would like to speak with someone, YourBridge Cares has a person whose job it is to work with you when you have a complaint or feedback.

You can speak to our someone at our Head office:

Suite 201, Level 2/66 Victor Crescent, Narre Warren, VIC 3805



You can call us on:

03 5995 4187

You can visit our website:

<https://yourbridgecares.com.au/>

