



Rocky Bay

HEALTH + COMMUNITY

Safeguarding



Easy English
GUIDE

What is a policy



A policy is

- A plan for how to do things
- Where rules come from.

An Easy English guide is a summary of another policy.



You can find the other policy on our website

www.rockybay.org.au



Some words are written in **pink**.

We will explain what these words mean.

When you see the word



- **we**
- **our**
- **us**

in this book it means **Rocky Bay**.

You can get help with this policy

You can get someone to help you



- read this policy
- know what this policy is about
- find out more information.



Safeguarding

Safeguarding is about keeping you safe when you are receiving services and supports.

We make sure we do everything we can to



- keep you safe



- treat you fairly

When receiving our services it is our job to make sure you are free from

- **violence**
- **abuse**
- **neglect**
- **exploitation**
- **discrimination**

Violence means any behaviour that makes you feel



- unsafe
- feel pain
- fear for your life.

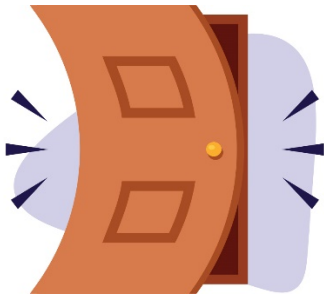


For example

- making threats



- yelling



- slamming doors



Abuse means someone hurts you

For example

- says mean things



- hurts your body



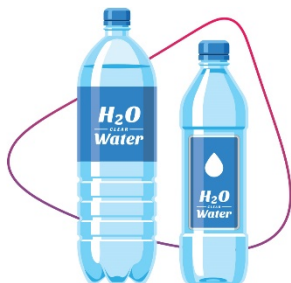
- takes your money

Neglect means you do not get the care you need to be healthy and safe.

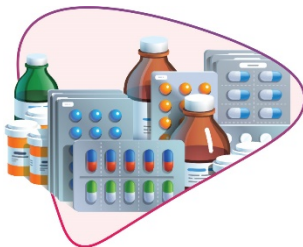
For example:



- food



- water



- medicine



- clothes



- the support you need

Exploitation means the use of something or someone usually for profit.

For example



- not paying you for work you do



- taking your money or things for themselves
- getting you to do things they should do.

Discrimination is when someone treats you badly because you are different

It could be because of



- your gender



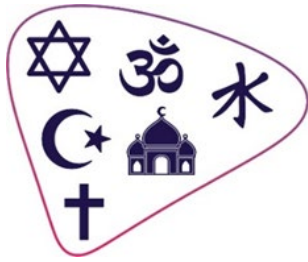
- your sexuality



- your disability



- the government you support



- your religion



- your race or skin colour.

All our staff are trained to keep you safe
and help you if something is wrong.

We make sure our staff are



- right for the job



- know how to do their job



- get the right training



- let us know when they think something is wrong.

We will keep all reports **private**.



Private means we will only tell the people who can fix your problem.



We will **not** treat you differently if you tell us



- how you feel
- or if something has happened.



You will **not** lose your service.



You must tell us **quickly** if something is wrong.



We will

- listen to you



- act quickly



- keep you safe



- make sure it does not happen again.

Sometimes we have to



- tell the Police



- tell the NDIS



We will always let you know what is happening.

Governments and police can



- stop problems from happening



- protect people from risk



- provide information.

It is very important that all providers treat people well and offer good supports.

How you can tell us



- tell someone that works at Rocky Bay



- call us on 08 **9383 6113**



- use the form on our website
www.rockybay.org.au/feedback



- email us
enquiries@rockybay.org.au

- send us a letter



Rocky Bay
PO Box 53
Mosman Park WA 6912



- The National Relay Service
Speak and Listen
1300 555 727



- TTY
133 677



- SMS relay number
0423 677 767



- Internet relay calls
www.internet-relay.nrscall.gov.au

Other people can help you tell us



Like your

- family



- support worker
- carer or **guardian**

A guardian makes legal choices for you



- **advocate**

an advocate is someone who can help you



- make decisions
- say what you want.



Other services can help you



NDIS Quality and Safeguards Commission
1800 035 544



Translating and Interpreting Service
131 450



www.ndiscommission.gov.au/about/complaints



Carer's WA



1300 227 377



www.carerswa.asn.au



People with Disabilities WA (PWdWA)



1800 193 331



www.pwdwa.org



Kin Advocacy

(Formerly Ethnic Disability Advocacy Centre
EDAC)



1800 659 921



www.kinadvocacy.org.au



Midlas



(08) **9250 2123**



www.midlas.org.au



SECCA

Sexuality Education Counselling and
Consultancy Agency



(08) **9420 7226**



www.secca.org.au