

Advocate Help

An advocate can help you:

- Make decisions
- Tell us how you feel
- Understand decisions
- Help if you have complaints
- If you are feeling unsafe

We can let you know about independent advocates who can help if you are not feeling safe

Or you can contact the National Disability Advocacy Service on email: disabilityadvocacy@dss.gov.au



4-PAR-001-005

CONTACT US



IN PERSON AT OUR OFFICES

121 Care

2/33 Sixth Avenue
Cotton Tree, Qld 4558.

Guardien Group

70 Old Cleveland Road
Capalaba, Qld 4157.

Colville Lodge

38 Colville Street
Highgate Hill, Qld 4101.

Winston House

44 Myall Street, Gympie
Qld, 4570.



EMAIL:
Contact@121care.org.au



PH: (07) 5443 9777



www.121care.org.au



Registered NDIS Provider



Safeguarding

KEEPING SAFE

Choose the life you love



The information in this brochure is about safeguarding.

Keeping Safe

A safeguard is a way of keeping people safe when they use our services.

Safeguards help to 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**.

Abuse is any form of:

- violence
- threatening or forcing you to do things you don't want to do
- exploitation
- discrimination
- harm or neglect which causes another person to feel anxious or cause physical pain or suffering

No-one is allowed to **neglect** you.

Neglect means you do not get the care you need.

SAFEGUARDING TIPS

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.
- ⇒ 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 and your friends and family to complain.
- ⇒ If something happens, we take quick action to try to fix a problem and make sure it does not happen again.
- ⇒ We will keep your details private.

TALK TO US

Please tell us if someone :

- Hits you or hurts you
- Touches you in a way you don't want to be touched
- Takes your things or money
- Is not caring for you as they should

