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**KEEPING YOU SAFE**

Logo, company name

Description automatically generatedA picture containing text, person

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When you see the words ‘we’ or ‘us’, it

means Quality Health Care (QHC).

We have written this document in an easy-to-read way. We use pictures to explain some ideas.

This Easy Read document is a summary of other QHC documents. It reflects some of the policies that we have in place and NDIS Practice Standards that we follow.

You can ask for help to read this document. A friend, family member or support person may be able to help you.

Logo

Description automatically generated with medium confidence**WHAT IS MEAN?**

We have Zero tolerance to **MEAN.**   
MEAN is never okay.

A collage of people

Description automatically generated with low confidence

MEAN is mistreatment Exploitation, Abuse, Neglect and Discrimination.

MEAN is when someone treats you badly or unfairly

MEAN is when someone does not respect your human rights

Icon

Description automatically generated

**Mistreatment**This is never okay

Two people

Description automatically generated with low confidence

**Mistreatment** is when someone treats you badly or is cruel to you

Graphical user interface

Description automatically generated with medium confidence

It is like:

Someone bullying you



Someone making fun of you

A person holding a bunch of stop signs

Description automatically generated with medium confidence

Someone not letting you do what you want

Icon

Description automatically generated

**Exploitation**    
This is never okay

A picture containing text

Description automatically generated

Exploitation is when someone takes advantage of you.

Exploitation is when someone takes your money without you knowing.

Icon

Description automatically generated

Exploitation is when someone uses your photo without you saying it is okay.

Icon

Description automatically generated

**Abuse**This is never okay.

Two people sitting on a couch

Description automatically generated with medium confidence

Abuse is like when someone hurts you or treats you badly.

A picture containing logo

Description automatically generatedA person carrying a person

Description automatically generated with low confidence

Abuse is like when someone touches you where you do not want to be touched.

Abuse can be verbal, physical, emotional, or sexual.

Icon

Description automatically generated

**Neglect**   
This is never okay.



Neglect is when someone does not give you the care or help you need



Neglect is when someone is ignoring you.

Neglect is when someone does not give you enough food.

Icon

Description automatically generated

**Discrimination**   
This is never okay.



Discrimination is when someone treats you unfairly because of things that you cannot change like:

A person in a wheelchair pointing at a person in a wheel chair

Description automatically generated with low confidence

Living with a disability.

A group of people in clothing

Description automatically generated with low confidence

Your age, race, religion, sex, sexuality, or relationship status.

A picture containing table, indoor, hammer, person

Description automatically generated

Discrimination is against the law.

A group of people in garment

Description automatically generated with low confidence

QHC staff respect you and will not discriminate  
 against you.

A group of people

Description automatically generated with low confidence  
We will support you if you are discriminated against

A picture containing text, person, outdoor

Description automatically generatedby someone else.   
  
  
  
  
  
We can talk about what to do if something is bad and what you can do to stop it.

**WHAT DO I DO IF SOMEONE IS MEAN TO ME?**

A collage of people

Description automatically generated with low confidence

If someone is mean to you it is your right to tell someone.

You should tell someone you trust like a friend, family, or Quality Health Care staff.

You can call 000 and tell the police.

Two people talking

Description automatically generated with medium confidence

You can make a complaint.

A collage of people

Description automatically generated with low confidence **WHAT HAPPENS AFTER I TELL SOMEONE?**

Everyone at Quality Health Care must follow these steps right away.

1. Make sure you and everyone around you is safe.

2. Call 000 in an emergency.

A picture containing person

Description automatically generated

3. Get medical help for anyone who needs it.

A person talking on a cell phone

Description automatically generated with low confidence

4. Tell their manager.

5. Keep your details private and only tell people who need to know.

**WHAT WILL THE MANAGER DO?**

A picture containing text

Description automatically generated

1. Your manager will make sure things have been done right.

A picture containing person

Description automatically generated

1. Your manager will ask everyone involved if they want to talk to someone about it.



5. Your manager will make sure everything is written down and kept safe.

4. Your manager may call the police if the law has been broken.

3. Your manager will make sure that you do not have to be near the person who treated you badly.

A picture containing text, person

Description automatically generatedA magnifying glass on a piece of paper

Description automatically generated with low confidenceTwo people looking at a computer

Description automatically generated with medium confidence

Quality Health Care will make sure you are always safe.

7. There will be an investigation

Quality Health Care will write a report so you will not be treated badly again.

6. Your manager will help you contact an advocate.   
  
An advocate is someone you can trust.   
An advocate can help you to know about your rights and support you.