



YOUR SAFETY IS IMPORTANT

A guide for the Minda community

Your safety is important

This booklet tells you how we will help you feel safe



This book is written in an easy-to-read way.

We use pictures to explain some ideas.



This book has been written by Minda.

When you see the word "we", it means Minda.



You can ask for help to read this book.

A friend, family member or support staff might be able to help you.



We want you to tell us when you
when you don't feel safe.

Tell us if you:

Fall over

Someone takes your things

Staff give you the wrong
medication

Someone makes you unhappy

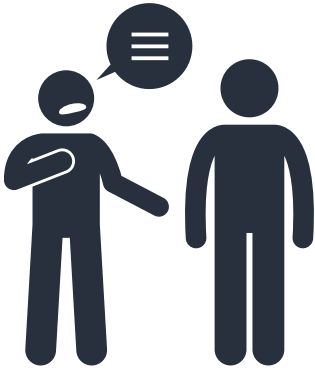
You feel unsafe

You feel sick



We follow Quality and
Safeguarding Legislation.

Legislation is another word for
laws.



Who can you tell when you don't feel safe?

Tell someone you feel comfortable with.

This can be:

A family member

A friend

A support staff

Support staff can help you if you want to call Quality-on-call.



If you are hurt we will get you help:

First aid

A doctor

An ambulance



The support staff will fill out an incident report.



How we will help you be safe:

Support staff will help you be safe.

Support staff will help you call your family, or someone else you trust to help you.



We will support you to:

See someone to talk about what happened.



Go to the police if you want to tell them what happened.

See anyone else who can help you feel safe.



What happens next:

We have to tell the NDIS about some things that happen.

If we have to tell the NDIS we will tell you first.



If you still feel unsafe we will talk to you about doing something else to help you feel safe.



We will work with you to make a plan to help you.



We will work as fast as we can to help you feel safe



We will tell you what we have done to try to fix any problems.



If you still feel unsafe we will talk with you about what else we can do.



We take your right to be safe seriously.

You have the right to:

Get help to feel safe

Be supported by someone you trust



Know what is happening

Have information you understand

We will always try to:

Be fair

Keep things easy

Work quickly

Keep In contact



What can you do if Minda does not help you?

You can contact:

The NDIS Quality and Safeguarding Commission

Phone 1800 035 444

Freecall from landlines

Interpreters can be arranged

ndiscommission.gov.au

Health and Community Services Complaints

Commissioner (HCSCC)

Phone 08 8226 8666

Country callers 1800 003 305 (freecall)

hcsc.sa.gov.au

Department of Child Protection Central Complaints

Unit

Phone 1800 003 305

childprotection.sa.gov.au

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