A Safe and Well Run Place Like Home

Easy Read – Governance, Risk and Quality Management Policy

"I am supported by a service that is well run, manages risk, learns from problems, and keeps my support going safely."- Client voice.

About this Document 📝

- This document explains how we make sure our service is safe, well run, and ready when things change.
- It is a short, Easy Read version of our Governance, Risk and Quality Management Policy.
- You can ask a support person, family member or advocate to read it with you.

Your rights ⚖️

- You have the right to safe and good-quality supports.
- You have the right to be involved in decisions that affect you.
- You have the right to feel safe, respected and listened to.
- You have the right to tell us what is working and what is not working.
- You have the right to make a complaint.
- You have the right to have your information kept private and safe.
- You have the right to have a support person or advocate with you.
- You have the right to ask for an interpreter or Auslan if English is not your first language.

How Place Like Home is well run 🏠

We will:

- Have clear rules and plans for how our service works.
- Make sure the right people are making decisions.
- Check that staff know what to do in their job.
- Keep important records up to date.
- Review our policies and forms regularly.
- Fix problems and improve our service when needed.

Listening to people with disability 🗣️

We will:

- Ask for your feedback.
- Listen to complaints and concerns.
- Use your ideas to improve our service.
- Explain changes that affect you.

Managing risk and keeping people safe 🛟

A risk is something that could cause harm or problems.

For example:

- A safety issue in a home or in the community.
- A support not being delivered.
- Not enough information being shared with the right staff.
- A worker not following a plan properly.
- An emergency or disaster.

We will:

- Look for risks early.
- Write them down.

- Decide how serious they are.
- Put controls in place to reduce harm.
- Review risks when things change.

If a risk affects you, we will update the right plans and talk with the right people.

Conflicts of interest ⚠️

A conflict of interest means a person's personal, family, money or work interests could affect a decision.

We will:

- Ask workers and leaders to tell us about conflicts of interest.
- Record and review conflicts of interest.
- Make changes if needed so decisions stay fair.
- Make sure your supports and choices are not affected by someone's personal interests.

If you live in a SIL home

If you live in a Place Like Home Services SIL home, we will:

- Listen to your choices about your home.
- Talk with you about housemates, shared spaces, visitors and routines.
- Help you speak up if you feel unsafe or worried.
- Keep your tenancy and NDIS supports separate.
- Help you get an advocate or tenancy advice if you want.

Keeping your information safe 🔐

We keep your information private and safe.

We will:

- Explain why we collect your information.
- Tell you how we store and use it.

- Ask for your consent before sharing it, unless the law says we must share it.
- Let you ask to see your information or correct it.
- Let you change your mind about consent.

Making sure supports keep going 🔄

We plan ahead so your supports keep going if something changes.

This is called continuity of supports.

We will:

- Identify people who may be at greater risk if supports are delayed or changed.
- Write down important information about what supports are critical for you.
- Plan for worker absence, vacancies, emergencies, disasters or other disruptions.
- Make sure workers know what they need to know before supporting you.

If something changes, we will:

- Tell you as early as possible.
- Explain what is happening.
- Talk with you about safe alternative arrangements.
- Try to reduce disruption as much as possible.

Emergencies and disasters 🚨

Sometimes there may be emergencies like:

- A fire.
- Flood or storm.
- Power outage.
- Infectious outbreak.

- Transport problem.
- Other major disruption.

We will:

- Have emergency and disaster plans.
- Train workers in what to do.
- Test our plans and improve them when needed.
- Support you before, during and after an emergency where we can.

Learning and improving 🌱

We learn from:

- Incidents.
- Complaints.
- Feedback.
- Audits.
- Reviews.
- Things that go well.
- Things that go wrong.

We use this information to:

- Improve safety.
- Improve quality.
- Improve staff training.
- Improve our systems and records.
- Improve how we support you.

If something goes wrong ❗

If there is an incident, serious problem or safeguarding concern, we will:

- Respond quickly.
- Make sure people are safe.
- Write it down.
- Review what happened.
- Make changes if needed.
- Report it to the right authority if the law says we must.

What we ask from you and your family 🤝

We ask you (and your family/guardian) to:

- Tell us about new risks or worries.
- Tell us about changes to your situation.
- Please bring letters and reports from professionals to your staff so we can update how we support you.

If you are worried or unhappy 😟

- You can tell:
    - A support worker.
    - A House Manager / Team Leader.
    - The Operations Director.
    - Tim or Lochie
- You can make a complaint. You can get help from an advocate.
- Complaints can help us fix problems and make our service better.
- You can also complain to the NDIS Quality and Safeguards Commission if you want.

Need help to understand this document? 💬

- You can ask us to:
    - Read this page with you.
    - Use pictures, Easy Read, or your communication system.
    - Involve your family, guardian or advocate.

We want you to feel safe, heard and in control of your supports.

Version Control

Version: 1.1 (July 2026)

Change: Updated to include SIL Specific information

Owner: Operations Director

Approved by: Co-Founders

Next review: January 2027

Applies to: All Place Like Home services and programs

Version History:

Version	Changes
1.0	New Document
1.1	• added SIL home governance information