PLACE LIKE HOME

Staying Healthy with a Place Like Home

Easy Read – Health & Wellbeing Policy

"I am supported to stay healthy, make my own choices, and see the right health professionals when I need to."- Client voice.

About this Document 📝

- This document explains how we help you stay healthy and safe.
- It is a short, Easy Read version of our Health & Wellbeing Policy.
- You can ask a support person, family member or advocate to read it with you.

Your rights ⚖️

- You have the right to make choices about your health.
- You have the right to say yes or no to treatment, within the law and the duty of care.
- You have the right to feel safe, respected and listened to.
- 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 we help you stay healthy ❤️

We will:

- Help you see the right health professionals (like doctors, specialists, dentists, therapists).
- Help you have regular health checks (for example, a big health check with your GP).

- Write down important health information in your Health & Wellbeing Plan.
- Work with you, your family/guardian and your health team.
- Keep your health information private and safe.

Eating and drinking safely 🍽️

- Some people need special food or drink to stay safe (for example, soft food or thickened drinks).
  If you have swallowing or choking risks, you will have a Mealtime Plan.
  Staff will:
    - Prepare your food and drink the right way.
    - Sit with you and watch carefully.
    - Stop and get help if you cough, choke, or look unwell.

Seizures and emergency medicine ⚡

- If you have epilepsy or seizures, you will have an Epilepsy Plan.
- If you have emergency medicine (like midazolam), you will also have an Emergency Medication Plan.
- Only trained staff are allowed to give this medicine.
- We will call an ambulance (000) when your plan says we must, or if we are worried.

Doctor, hospital and health appointments 🏥

- We can help you to:
    - Book appointments.
    - Get to the appointment.
    - Talk to the doctor and understand what they say.
- We use a Health Appointment Form to write down:
    - Why you went

- What the doctor said
- Any new medicines or instructions
- What needs to happen next.

- We share this with you and your family/guardian (if you want us to).

If there is an emergency 🚑

- If you are very sick or badly hurt, we will:
  - Keep you as safe and calm as we can.
  - Follow your health plans.
  - Call 000 and your family/guardian.
- We will write an incident report and check what we can do better next time.

What we ask from you and your family 🤝

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

- Tell us about new health problems or worries.
- Tell us about changes to your medicines, doctors or hospital visits.
- Please bring letters and reports from health 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 health.

Version Control

Version: 1.0 (June 2026)

Change: New Policy.

Owner: Operations Director

Approved by: Co-Founders

Next review: October 2026

Applies to: All Place Like Home services and programs