Taking my medicine with a Place Like Home

Easy Read – Management of Medication Policy

"I am supported with my medication safely and effectively by trained people." — client voice.

About this Document 📝

- This document explains how we help you with your medicines.
- It is a short, Easy Read version of our Management of Medication Policy.
- You can ask a support person, family member or advocate to read it with you.

Your rights ⚖️

- You have the right to know what medicine you are taking and why.
- You have the right to ask questions and get clear answers in words you understand.
- You have the right to say yes or no to medicine, within the law and the duty of care.
- 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.

About Medicines 💊

- Medicines are things that help you stay well or feel better.
- Medicines can be:
    - Tablets or capsules.
    - Liquids or syrups.

    - Puffers or inhalers.
    - Creams or drops.
    - Injections.
    - Rescue or emergency medicines.
- Some people take their own medicines.
- Some people need a little help.
- Some people need a lot of help.

How Place Like Home helps you with medicines 🤝

We will:

- Listen to you about your health and how medicines affect you.
- Work with your **GP, pharmacist and other health workers.**
- Make sure we have a **current medication chart** signed by your prescriber before we give medicines.
- Use safe systems like **Webster packs/sachets** where they are right for you.
- Store medicines safely, including **locked cupboards** and **medication fridges.**
- Have extra rules for **strong/controlled medicines.**
- Help you have regular **medicine reviews** with your GP and pharmacist, especially if you take lots of medicines or psychotropic medicines.
- Keep your health information **private and safe**, and only share it when you agree or when the law says we must.
- Learn from **incidents, near misses and complaints** so we can keep getting better.

What staff must do ✅

Place Like Home staff must:

- Follow this Easy Read policy and the full Medication Management Policy.

- Follow the Medication Management SOP, Controlled Medications SOP and Polypharmacy SOP.
- Only help with medicines that they are trained and checked to do so.
- Use the seven rights every time they help with medicines:
    - right person
    - right medicine
    - right dose
    - right time
    - right way (for example, by mouth, on skin, inhaler)
    - right record
    - right to refuse
- Check allergy and warning notes before giving any medicine.
- Only crush or change medicine if a doctor or pharmacist has written that this is OK.
- Write down every dose, refusal, missed dose or problem straight away.
- Speak up quickly if they are worried or if something goes wrong.

Strong or “controlled” medicines 🔒

- Some medicines are very strong and need extra care.
- These are called Schedule 8 (S8) and Schedule 4 Appendix D (S4D) medicines.
- For these medicines, Place Like Home will:
    - Keep them in locked, special storage.
    - Only let authorised staff use the key.
    - Get two staff to check and sign when medicine is taken out, given, counted, returned or destroyed.
    - Keep a special register book for these medicines.

When you take many medicines 💊

- Taking many medicines at once can be risky. This is called polypharmacy.
- Place Like Home will:
    - Notice when you take
        - 5 or more medicines, or
        - 2 or more psychotropic (mind/behaviour) medicines
- Ask your GP to check if all the medicines are still needed.
- Help organise a Home Medicines Review with an accredited pharmacist when it is needed.
- Support you to follow any changes your GP and pharmacist recommend.

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 medications.

Version Control

Version: 1.0 (June 2026)

Change: New Policy.

Owner: Operations Director

Approved by: Co-Founders

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Applies to: All Place Like Home services and programs