Staying Safe with a Place Like Home

Easy Read – WHS Policy

"I am supported to receive supports in a safe environment, and to be involved in decisions about my safety at home and in the community"- Client voice.

About this Document 📝

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

Your rights ⚖️

- You have the right to receive supports in a safe environment.
- You have the right to be treated with dignity and respect.
- You have the right to make choices and take healthy risks (as long as it is safe).
- 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.
- You have the right to privacy. We keep your information safe.

How we keep you safe 🛟

We will:

- Check that your home or the place we support you is safe (for example: entrances/exits, lighting, slip and trip hazards).
- Fix hazards and organise repairs as soon as we can.

- Make sure staff are trained and know your plans (like your behaviour support plan, health plan, or emergency plan).
- Talk with you (and your family/guardian if involved) about safety and what is important to you.
- Write down risks and safety steps in your plans and house folder, so everyone supports you the same way

Safe home and safe spaces 🏠

We will:

- Keep hallways and exits clear so everyone can leave quickly in an emergency.
- Store cleaning chemicals safely, away from food and out of reach when needed.
- Check hot water safety to help prevent burns and scalds (especially for baths and showers).
- Keep equipment safe, clean, and used the right way.

Fire and electrical safety 🔥

- Every house has an emergency plan that says what to do in a fire and where to meet outside.
- Staff are trained on the plan and we practice drills in SIL/STA houses.
- We keep smoke alarms working and tell the House Manager if an alarm is not working.
- If an electrical item is damaged, we unplug it and do not use it.
- Only a licensed electrician does electrical repairs.
- If something must be tested and tagged, it must not be used until it is checked and confirmed safe.

Stoping germs from spreading 🧼

- Staff clean their hands at the right times (before/after personal care, food, and cleaning).
- Staff use gloves and other PPE when needed (for example, when there is blood or body fluids).
- We clean and disinfect surfaces and shared areas.
- If someone has vomiting/diarrhoea (gastro) or a respiratory illness, we follow extra steps to reduce the spread and keep people safe.

Waste and sharps 🗑️

- We use lidded bins and dispose of waste safely.
- If there are sharps (like needles), they go into an approved sharps container.
- Staff clean spills safely and use PPE when needed.

Safe transport 🚗

- We use lidded bins and dispose of waste safely.
- If there are sharps (like needles), they go into an approved sharps container.
- Staff clean spills safely and use PPE when needed.

If there is an emergency 🚑

- If someone is in danger or very unwell, staff will call 000.
- Staff follow your emergency plan and help you communicate your needs.
- We contact the right people (for example, family/guardian) if this is agreed or required.
- We record what happened and learn how to do better next time.

What we ask from you and your family 🤝

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

- Tell us if something feels unsafe at home or in the community.
- Tell us if your needs change (health, mobility, routines, behaviours, allergies, choking risks).
- Tell us if there is a new hazard (for example: broken step, loose railing, unsafe heater).

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: December 2026

Applies to: All Place Like Home services and programs