

We tell you when things go wrong

We call it the open
disclosure policy



Easy English



Your safety is important. Uniting Communities want people to keep you safe. Like

- our workers
- people who help us
- people who support you.



You can tell us if some thing bad happens.
We must listen to you.

or



We must tell you if some thing bad happens.
We call this open disclosure.



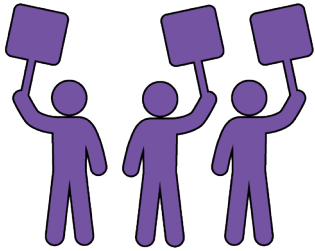
Our workers must understand this book.
We want you to understand this book.



We must look after your

- rights
- privacy

and



We must look after other peoples

- rights
- privacy.



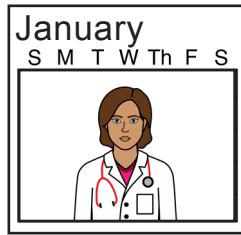
There are rules we must follow about your privacy. We can tell your workers about you.

Like

- your phone number
- where you live
- your health.



We can **not** tell other people about you.



We must tell you when things go wrong.

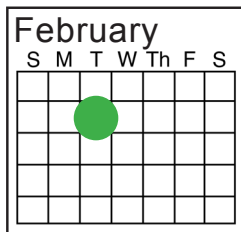
Like

- you have a appointment with the doctor
- your worker does not know
- you miss your appointment.



We say sorry.

- you make another appointment
- your worker takes you to the doctor.





We need to tell you fast.

We must tell you as soon as we can.

Like

- some thing went wrong in January
- we need to tell you in February.



Our workers must tell us when
some thing bad happens.



Our workers must write down
what happened.

We call this an incident report.

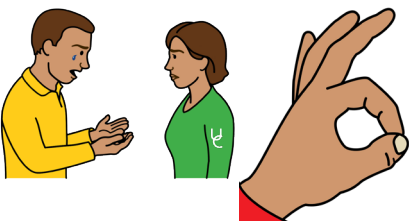
Like

- the stairs at a place you go are **not** safe
- some one fell
- workers must write a incident report.



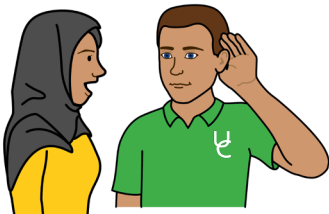
You can tell us when some thing bad happens.

and



You can tell us when some thing goes wrong.

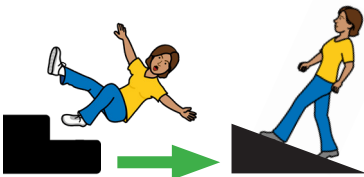
It is ok. You will **not** get into trouble.



You can tell us what happened.

We must listen to you.

We do **not** want bad things to happen.

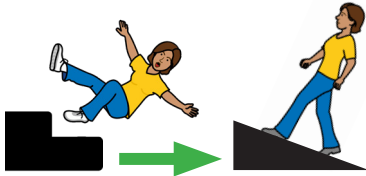


We want to fix the problem.



Some times we must say sorry

and



change things so you are **not** hurt again.



You can tell us when some thing bad
almost happened.

Like you did **not** fall

but

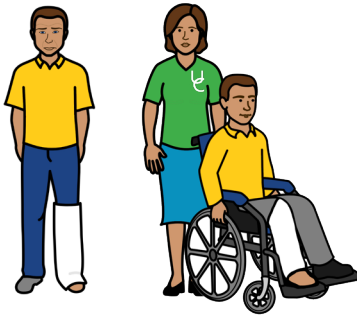


you almost fell.



Other people can tell us. Like

- your family
- your helper
- some one who saw it.



We must help you. Like

- your leg is hurt
- you need more support
- we must help you get what you need.



You can talk to us about what happened.

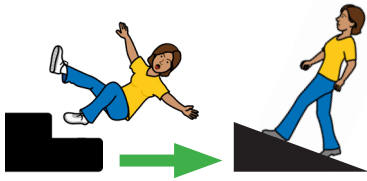
You can tell us how you feel.

You can have support when you talk to us.



We must find out what happened. Like

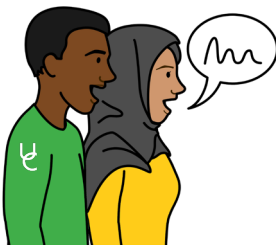
- how it happened
- why it happened
- how we can stop it.



We must talk about how to fix the problem.

Like

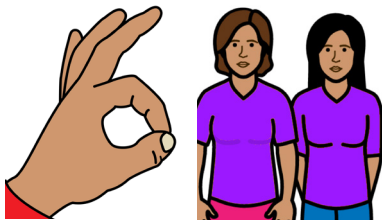
- the stairs are dangerous
- we make a ramp
- we must tell you.



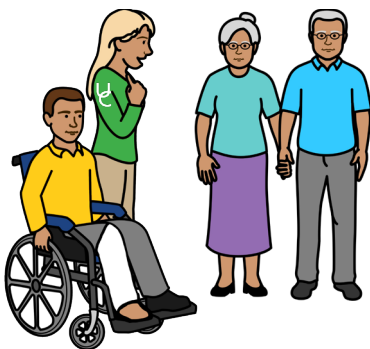
You may need help to talk to us.

Like you need

- a translator
- help from a worker.



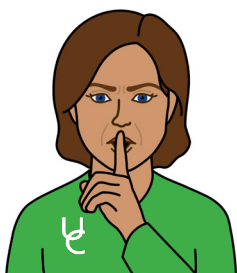
You may want to talk to people **not** from Uniting Communities. That is ok. We can give you information about other people you can talk to.



You may want people to know what happened. We can tell them.

Like

- your family
- your helper.



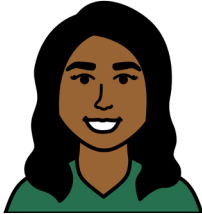
You may not want other people to know. That is ok. We must listen to you. We must **not** tell other people.



You can tell us you are **not** happy.

We call it a complaint.

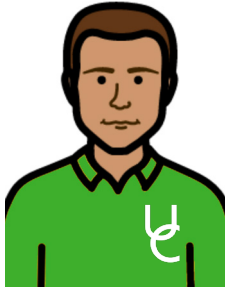
You can make a complaint.



or



other people can tell us you are **not** happy.



**Talk to us about our
open disclosure policy**



Call 1800 615 677



Email

Privacy@unitingcommunities.org



Visit us

43 Franklin Street

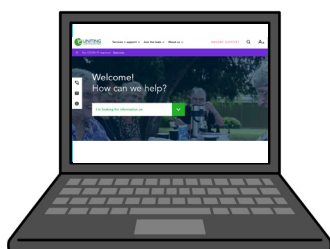
Adelaide SA 5000



Write to us

GPO Box 2534

Adelaide SA 5001



Go to www.unitingcommunities.org/privacy



Images

We have used images from

- Boardmaker
- The Noun Project.