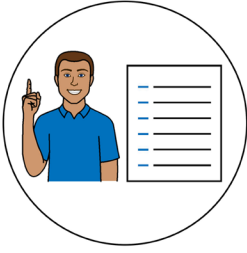


## Your safety



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
  
- know what this book is about
  
- find more information.



We will write contact information at the end of this book.

## About this book



This book is from Enhanced Lifestyles.



This book is about your safety.

## How we keep people safe



We follow the law about safety.



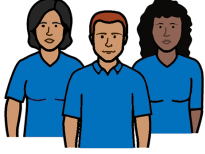
We teach our staff about safety.



We tell our customers and their families about our safety plan.



We write reports about safety.



We show our reports to

- staff



- customers



- families



- other important people and groups.

## About our reports

We write important information in our reports.

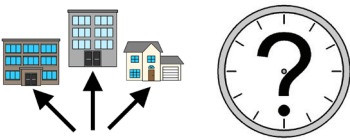


For example, we write

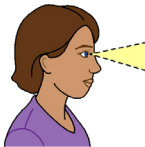
- about the event



- who was hurt



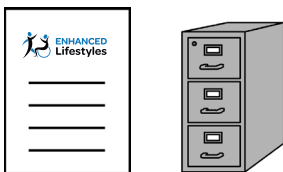
- where and when the action happened



- who else saw the action



- how the problem was fixed.



We keep our reports for 7 years.

## How we fix safety problems



When we hear about a safety problem we

- listen to people who need to know about the problem



- check what happened



- decide how to fix the problem

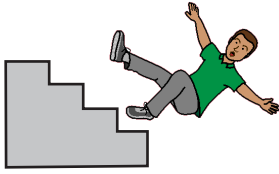


- make sure the problem does **not** happen again



- tell people who need to know about the problem.

## What is a reportable incident?



A **reportable incident** is when something very bad happens to a person with disability.

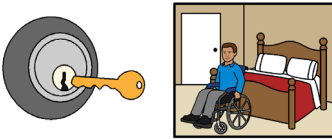


For example, a person with disability

- is hurt



- is neglected



- is locked in a room



- dies.



When a reportable incident happens we make sure the customer and their family

- understands our safety plan



- knows what will happen.



We will tell the NDIS Commission

- within 24 hours

**and**



- when there is new information.



We will work with the NDIS Commission

- to learn about what happened and why



- to keep people safe.





## More information

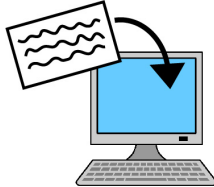
For more information contact  
Enhanced Lifestyles.



Call 08 8340 2000



Website [el.org.au](http://el.org.au)



Email [hello@el.org.au](mailto:hello@el.org.au)



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Hindmarsh SA 5007

**National**

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## If you need help to speak or listen

Use the National Relay Service.




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[accesshub.gov.au](http://accesshub.gov.au)



Call 1800 555 660

Give the relay officer the phone number you  
want to call.



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