



We Put People First

Easy Read Summary

April 2024





This document is a summary of
Sylvanvale's booklet called
'We Put People First'.

The booklet tells you about how Sylvanvale
works to keep clients safe and well.



When you see the word 'we', it means
Sylvanvale.

What is this booklet about?



The booklet says that support workers must always:

- follow Sylvanvale's rules
- prevent bad things happening to or being said to clients

What is the aim of the booklet?



This booklet explains Sylvanvale's rules about when bad things happen.



Sylvanvale wants to stop bad things from happening.



Sylvanvale wants to make sure that the things it does for clients are:

- safe



- good quality



This means we must:

- support every client



- listen to every client



Understand

We need support workers and clients to understand what bad things are.

This booklet helps clients and workers to:

- understand what bad things are



- speak up about them



- tell someone about bad things if they see it happen
- tell someone if it happens to other people

What are bad things?

Bad things are when someone:

- hurts you



- or does other bad things to you



Really bad things can be:

- hurting you



- touching your body when its not about showering, or going to the toilet, or getting dressed and you feel scared



- using your money



- giving you pills or medicines that aren't for you



- saying bad things about you

Really bad is when someone hurts your body, like:



- kicking



- hitting
- pushing



- pulling your hair



- throwing things at you



Bad touching is when a worker does things to you like:

- they touch you on private parts of your body



- they show you pictures of people touching each other



Using your money is when someone:

- takes your money



- tells you how to spend your money



Giving pills or medicine is bad when someone:

- gives you too much medicine or too many pills on purpose



- gives you medicine or pills you do not need on purpose



- gives you medicine or pills on purpose that are not from your doctor



Saying bad things is when someone:

- tells you bad things will happen to you



- keeps telling you things on purpose that hurt your feelings

- tells others bad things about you

What will Sylvanvale do if they think really bad things have happened?



Sylvanvale will call the police.



The police will talk with anyone who does really bad things.



If the police think something really bad has happened the worker who did it will lose their job at Sylvanvale.

Workers must not do things like:



- share their personal phone number with you



- see you outside work time



- take you to their home, or their friend's home
- invite their own friends to Sylvanvale



- be friends with you on social media



- drink alcohol or take drugs at work
- drink alcohol or take drugs before coming to work



- smoke on a Sylvanvale site or when they are with you



- lie with you on your bed or on the couch



- talk to you about their own personal lives



- bully you or another worker



- not do things for you



- tell you to keep a secret if they do any of these things

Sometimes bad things happen because worker's don't do things. We call this not doing things.

Not doing things is when a worker does not help you or care for you in the way they should.

This is not right.

There are different types of not doing things right like:



- leaving you alone for a long time



- not giving you the things you need, like food



- not taking you to the doctor or dentist



- not giving you support when you are upset



Support workers must not:

- do things to you without you or someone who helps you saying 'yes.'



Sometimes workers don't do things because:

- they do not understand the best way to do things



- they have not been shown how to do things



- they do not know how to talk with you

What will Sylvanvale do if these things happen?



Sylvanvale will look into it and talk with you and the workers who did it.

They might lose their job at Sylvanvale.

These other things make us worried.



We are worried when a worker:

- has a favourite person



- gives expensive presents to you or others



- talks to other people about your personal life



- looks at their phone when they should be with you



- sleeps at work during the day
- sleeps at work during the night when they should be awake

What will Sylvanvale do if these things happen?



Sylvanvale will look into workers who do abuse that makes us worried.

They might need to learn how to do things.

They might lose their job at Sylvanvale.

What should you do if any of these bad things happen to you?

They can happen once or many times.

Every time, you must:



- tell someone if it happens to you or someone else.



- speak up every time it happens.



- ask for help from someone you trust.

Sylvanvale will support anyone who tells us about bad things that happen.

But sometimes people don't tell anyone when bad things happen.

They don't tell anyone because:



- they are frightened



- bad things have happened to them before



- no-one listened to them



- workers and other people do not know how to talk with them

Sylvanvale says bad things should never happen:



This means bad things are:

- never okay
- must never happen



At Sylvanvale, we try to stop them.

We do things like:



- check all workers before they start at Sylvanvale



- train all new workers so they know what bad things are



- look out for signs of bad things happening



- listen carefully when you report bad things

We ask you how you are feeling.



We ask questions like:

- are you feeling safe?



- are you being looked after?



- are you worried about anything?



- do you want to talk about your worries?



Talk to us

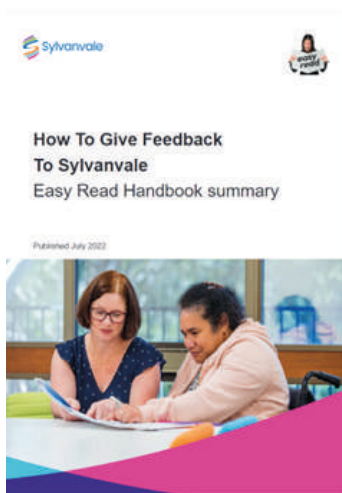
If you do not feel safe, or are worried, you should tell someone.



You can talk to Sylvanvale without others finding out.

Here are some ways for you to:

- tell us about something that has happened
- tell us what you think so we can do better
- tell us we have done something wrong and we should fix it



You can read about talking to Sylvanvale by looking at this booklet. You can get the booklet by visiting the Sylvanvale website. You can ask someone to help you do this.



You can tell us things by filling in a form.

**voice
project**

You can answer questions when we send out a form every 2 years.



You can talk with someone you trust, like:

- a worker
- a manager
- a friend
- a family member



If you need help to talk to us ring People with Disability Australia.

- Call 1800 422 015
- Email pwd@pwd.org.au

If you are worried Sylvanvale has not done the right thing or listened to you contact the NDIS Commission

- Call 1800 035 544
- or visit the website
www.ndiscommission.gov.au