

Sexual Health and Family Planning ACT

Keeping you safe



Easy English July 2015

Sexual Health and Family
Planning ACT Keeping you safe

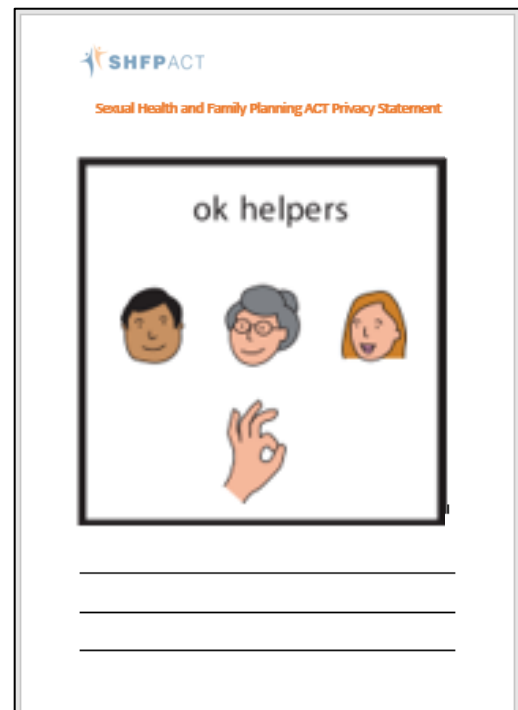


About this factsheet

In this factsheet we might use hard words.

The first time we use a hard word it is in **blue**.

We write what the hard word means.

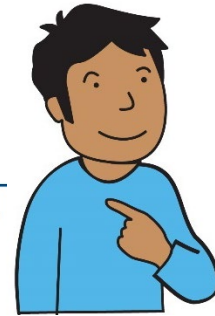


You can get help with this book

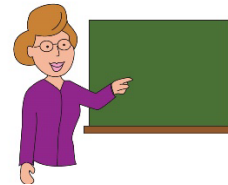
This book is about what we will do to keep you safe

We want Sexual Health and Family Planning to be a safe place for

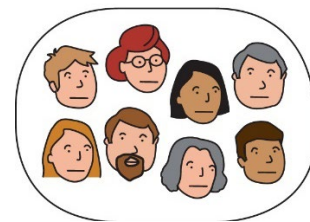
- You



- The Community Workers that work for here



- Clients and Patients that attend appointments here

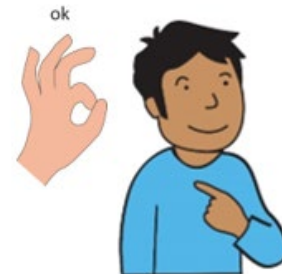


How we will keep you safe

We will keep you safe in different ways.

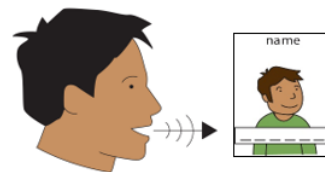
We will

- Ask you about your support needs
- Keep information about your support needs



- Ask if there are any risks or special requirements

Risks are things that could cause a problem for you



community workers

- Help you manage risks and make changes for you

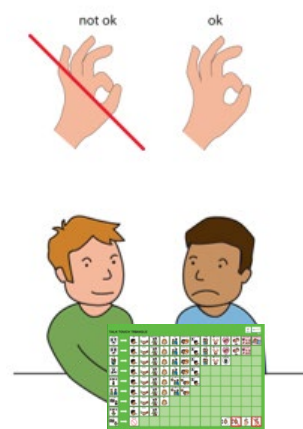


We will treat you with respect and dignity.

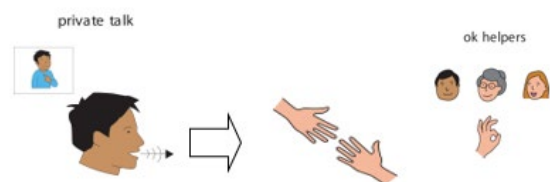
There are rules about the things that Other People can do with you. This includes Community Workers from Sexual Health and Family Planning ACT



We talk about these rules with you on your first visit and tell you what is OK and NOT OK behaviour with our Community Workers



If something not ok happens you can ask for help to make a **complaint**. It is private talk to make a complaint. You can ask one of your OK Helpers.



You can tell us if you think something is not safe for you

You can tell us if something is Not OK for you



It is OK to complain and give feedback.

Tell us what you think.

You can talk to your community worker at SHFPACT.

Or you can ask to talk to the 'Executive Director'

Phone: 02 6247 3077

Email: ed@shfpact.org.au



Or you can write to us:

SHFPACT
GPO Box 1317
CANBERRA ACT 2601

If you do not want to talk to us at SHFPACT, you can also:

Contact the NDIS Commission

web: www.ndiscommission.gov.au

phone: 1800 035 544

TTY: 133 677.

Contact the ACT Human Rights Commission

web: www.hrc.act.gov.au/complaints

phone: [\(02\) 6205 2222](tel:(02)62052222)

email: HRCIntake@act.gov.au

You can ask for help if you need an Interpreter.

Advocates can help you complain

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Or search "disability advocate" online.