How To Tell Us If You Are Unhappy Or Feel Unsafe

You have the right to feel safe and happy

Your time with our workers should be safe and fun.

It is okay to speak up

If you feel sad, angry or scared, you can tell us.

It is okay to say you do not like something.

We will not be mad at you. You will not get in trouble.

What you can tell us about

You can tell us if a worker:

- is mean to you
- touches you in a way you do not like
- takes photos of you without asking
- does not listen to you
- asks you to keep a secret.

Who can you tell?

You can tell someone you trust, like:

- your mum, dad or carer
- a teacher
- a support worker you like
- a manager at our office.

How can you tell us?

You can tell us in your own way. You can:

- talk to us
- send a text message
- draw a picture
- use your talker or AAC device
- point to a Help Card.

What we will do

We will listen to you and believe you.

We will act fast to keep you safe.

We will tell you and your family what we did.

How to reach us

Text us: 0474 119 638

Call us: (07) 4401 5706

Email us: quality@assistcommunity.com.au

Visit us: Shop 3, 237-239 Riverside Boulevard, Douglas

Ask us to visit you at home.

Other people who can help

In danger right now? Call **000**.

Kids Helpline: call **1800 55 1800**. It is free, and you can call any time, day or night.

NDIS Commission: call **1800 035 544**.