



Easy Read Guide Policy Manual

Date of Last Review:	November 2025	Date of Next Review:	November 2027
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HOW TO USE THIS GUIDE



Goulburn Options wrote this guide.
When you see the word 'we,' it means Goulburn Options.



We wrote this guide in an easy to read way.
We use pictures to explain some ideas.



We have written some words in **bold**.
This means the letters are thicker and darker.
We explain what these words mean.



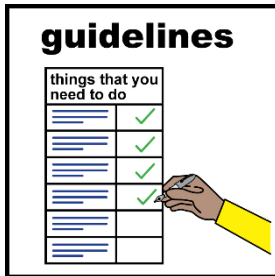
This Easy Read Guide is a summary of other documents.
This means it only includes the most important ideas from the other documents.

If you would like to see an entire **policy**, you can request them from your Team Leader, or support worker.



You can ask for help to read this guide.
A friend, family member or support worker can help you.

ABOUT THIS GUIDE



Policies are rules or guidelines that tell people how things should be done in an organisation.

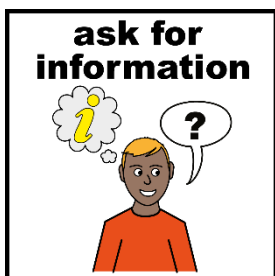


Policies keep people safe and happy.

Goulburn Options has lots of different policies that talk about different things. This guide has some of the policies that are most important to participants



Our staff are trained to know all of the rules in our policies so that they are always supporting you in the best way possible.



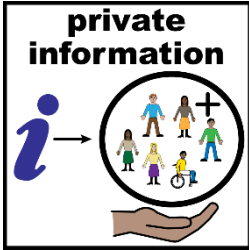
These are not all of our policies. If you would like to see more, you can talk to a member of our staff.

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Privacy Policy

Our **Privacy** Policy explains how your privacy will be protected at GO.



Goulburn Options asks you for **personal information** to make sure your services are safe and the best they can be.

When we ask for your personal information, we will explain why we are asking.

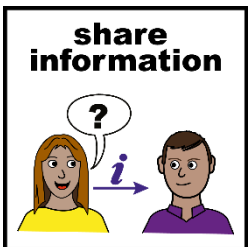


When you give us your personal information, we will protect it.

Goulburn Options follows government rules about privacy.



We won't give out your personal information without asking you first.

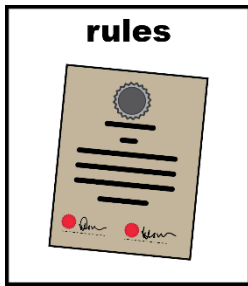


You can ask us if you want to see the information you have given us.



All GO staff are trained to protect your privacy.

Code of Conduct



Our **Code of Conduct** is a set of rules that all people must follow to work at GO.

The Code makes sure that all participants are safe, treated well, and supported to live your Biggest Life Possible!

Our Code of Conduct says that our staff must:



- Provide safe, high-quality, **person-centered** supports



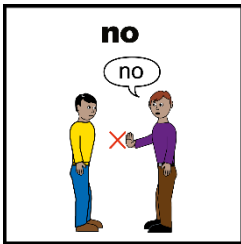
- Declare any **conflicts of interest**



- Act in the best interests of participants and the organisation
- Be **respectful** of your decisions, interests, beliefs, culture and identities



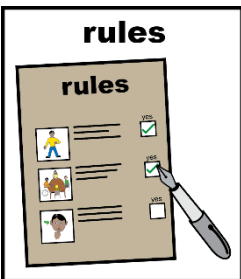
- Never enter into an **inappropriate relationship** with a participant



- Not accept favours or gifts from participants
- Handle money safely



- Follow health and safety rules



- Follow Goulburn Options rules and instructions
- Follow the law and other government rules



- Report any incidents or **allegations**



- Protect participant privacy



- Use the internet appropriately

Complaints and Feedback Policy



Our Complaints and Feedback Policy explains how you can make a complaint or give feedback to GO.

Anyone can make a complaint or give feedback, at any time.



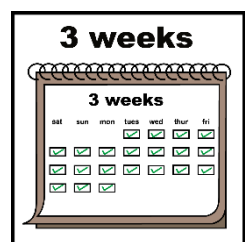
You can make a complaint by writing an email, calling Goulburn Options on the phone, or talking to your staff.

Nothing bad will happen to you if you make a complaint.



Your complaint will be managed by your Team Leader.

Your Team Leader will contact you within 1 business week (or 5 days) to talk about your complaint and ask you how GO can fix the problem.



Goulburn Options will work with you to fix your problem in 3 weeks.

If you are not happy with the way Goulburn Options has handled your complaint, you can contact:

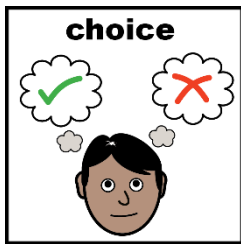
NDIS Quality and Safeguards Commission (NDIS): 1800 035 544



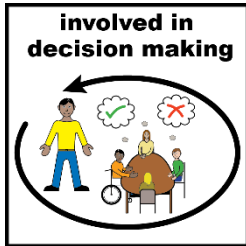
If you would like help to make a complaint from someone who does not work at GO, we can help you talk to an **advocate**.

You can request an advocate at any time.

Choice and Advocacy Policy



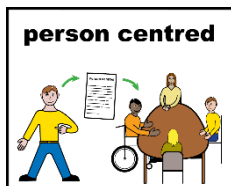
Our Choice and Advocacy Policy explains how Goulburn Options will respect your choices and support your **independence**.



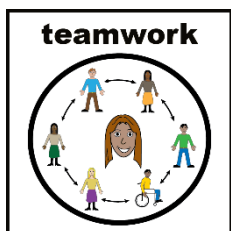
Goulburn Options will include you in all decisions to do with your service or support.



You can contact an advocate at any time. Goulburn Options can help you find an **advocate**.



Goulburn Options uses **person-centered** supports to make sure your services always suit your needs and wishes.



Goulburn Options will make sure to include any family members, friends, or other support providers you choose in decisions about your supports.



Goulburn Options will support you to build your confidence and increase your independence.

Incident Management and Reportable Incidents Policy



Our **Incident** Management and **Reportable Incidents** Policy explains how incidents are managed at GO.

All GO staff are trained to respond to incidents in safe way.

If an incident happens, our staff will:



- Make sure everyone is safe
- Provide any immediate assistance, like supporting you if you are upset or hurt



- Call emergency services if necessary
- Report the incident



When a staff member reports an incident, it goes to our Team Leaders. Team Leaders review the incident.



When a Team Leader reviews an incident, they look at all the facts of what happened.

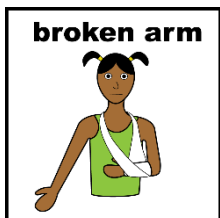
The Team Leader completes a **risk management** plan to make sure the same incident doesn't happen again.



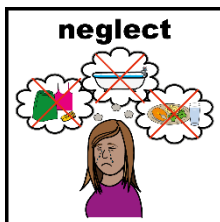
If an incident is serious, Goulburn Options must make a report to the **NDIS Quality and Safeguards Commission**.

The NDIS Quality and Safeguards Commission will check the report and contact Goulburn Options to make sure our services are safe.

An incident is called 'serious' when:



- Someone dies
- Someone is seriously hurt

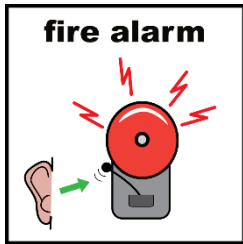


- Someone is **abused** or **neglected**



- An **unauthorised restrictive practice** is used

Emergency Management Policy

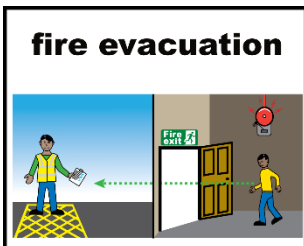


Our Emergency Management Policy explains what Goulburn Options staff will do in an emergency to keep everyone safe.

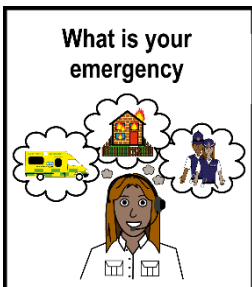
All GO staff are trained to respond to emergencies in a safe way.



The Goulburn Options leadership team makes sure that our staff are trained, our buildings are safe, and that there are emergency plans in place.

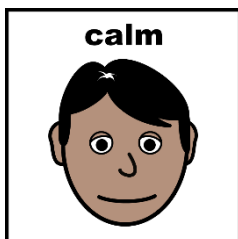


Goulburn Options holds **fire drills** at least once a year to make sure everyone knows what to do in an emergency.



There are many different emergencies that could take place, including fires, floods, sickness outbreaks and threats.

This policy tells staff what to do in each different situation.



If an emergency happens, participants should:

- Stay calm
- Follow the instructions of GO staff



Make sure your emergency contact details are always up to date. If you need to update your details, talk to your Team Leader.

Individual Fees and Charges Policy

how much



Our Individual Fees and Charges Policy explains how you will be charged for your GO services and supports.

plan



When you start with Goulburn Options you will be given a **Service Agreement** and **Schedule of Support** which shows what your supports will cost.

wallet



Some programs and services have out-of-pocket costs.

This means they will not come out of your NDIS plan, and you have to pay them yourself.

review of your money



These costs will be explained to you when you start at GO.

no money



If there is a reason you can't pay for your service, please contact your Team Leader to discuss other options.

Key Elements of Participant Safety and Wellbeing Policy



Our Key Elements of Participant Safety and Wellbeing Policy is an overview of how Goulburn Options protects participants from harm.

Goulburn Options will make sure that:



- GO buildings and program spaces are safe for use



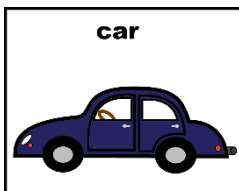
- All staff members complete a **NDIS Worker Screening Check, and Working With Children Check** before they begin work at GO



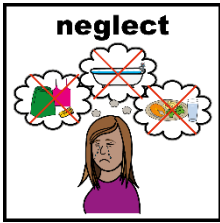
- **Risk assessments** are completed to make sure your supports are safe
- All identified risks are safely managed



- Medication is handled safely



- Transport is completed safely



- Our staff are trained to prevent and respond to **abuse** and/or **neglect**



- Incidents are safely managed



- Staff are trained to provide high quality services

Medication Policy



Our Medication Policy explains how medication will be safely handled at GO.



All Goulburn Options staff are trained to provide safe medication assistance.



If you take your medications on your own, we will work with you, so you know how to take your medications safely during your supports.



If you need support with your medications, Goulburn Options will work with you and your doctor to make sure your workers support you safely.



Your medications must come to Goulburn Options in a **Webster Pack**.



When your workers support you with your medicines, they will keep a record on a **Medication Administration Sheet**.



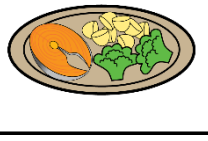
All medications are kept at GO in a locked medication cupboard.



If Goulburn Options supports you to take a **Chemical Restraint** medication, we will complete a monthly report to the **NDIS Quality and Safeguard Commission**.

Mealtime Management Policy

healthy meal

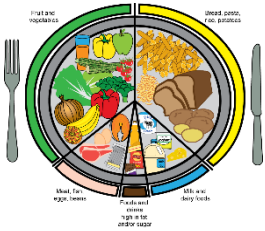


Our Mealtime Management Policy explains how GO can support you at mealtime.

support with meals



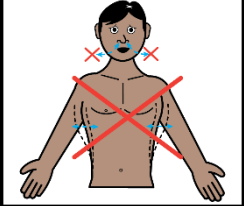
All GO staff are trained to provide safe mealtime support and manage any risks at mealtime.



GO staff are trained to provide safe and enjoyable meals to all participants.

When you start with Goulburn Options, we will work with you to make sure we support you safely at mealtimes if you require assistance. You might need support if you:

breathing problem

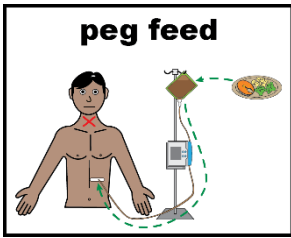


- Have trouble chewing or swallowing
- Have trouble breathing

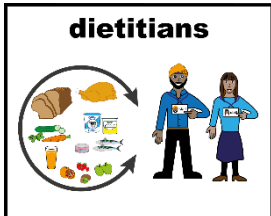
choking with mouth full



- Cough or choke while eating



- Have a diagnosis or condition related to mealtime, like **dysphagia** or **PEG**



If you need support at mealtime, we will get a mealtime plan from your **dietician, speech pathologist or occupational therapist.**



If you don't have a mealtime plan, we will support you to connect with an organisation who can make one.



Your workers will follow your mealtime plan to keep you safe.

Behaviour Support and Eliminating Restrictive Practice Policy

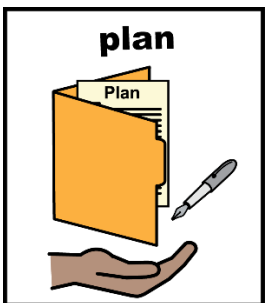


Our Behaviour Support and Eliminating **Restrictive Practice** Policy explains how Goulburn Options will support you if you have or need a **Behaviour Support Plan**.



All GO staff are trained to deliver **positive behaviour support**.

This means following your Behaviour Support Plan and working with you to build your independence and control over your own life.



When you start with Goulburn Options, we will work with you to understand your Behaviour Support Plan.

We will contact your **Behaviour Support Practitioner**.



With your Behaviour Support Practitioner, we will work with your support workers to make sure they know how to use the strategies in your Behaviour Support plan.



We will use the least restrictive strategies possible.

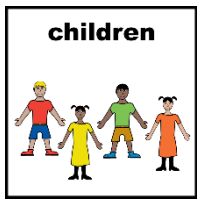


If you have **Restrictive Practices** in your Behaviour Support Plan, you staff will be trained to use these safely, only when necessary.

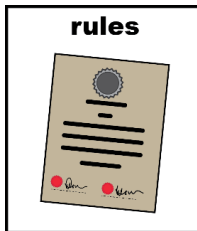


Goulburn Options reports to the **NDIS Quality and Safeguards Commission** every month on what restrictive practices have been used.

Child Safety and Wellbeing Policy



Our Child Safety and Wellbeing policy explains how Goulburn Options protects children and young people.



We follow all 11 **Child Safe Standards**. These are government rules that make sure organisations protect children and young people.

Goulburn Options protects children and young people by:



1. We make sure Aboriginal children and young people feel safe, **respected** and valued for who they are.



2. We make sure safety is a big part of how Goulburn Options is run.



3. We help children and young people understand their **rights** and get involved in decisions about their lives.



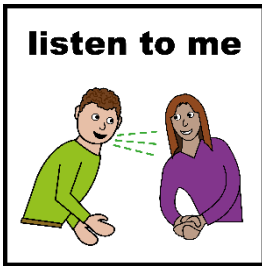
4. We involve families and communities in keeping children and young people safe.



5. We treat everyone fairly and **respect** everyone's different needs.



6. We make sure people working with children are the right people and that they know how to keep children safe.



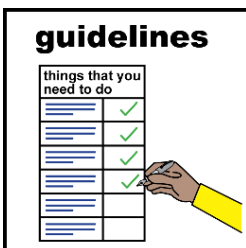
7. We listen carefully to children if they have complaints or worries, and we make it easy for them to share.



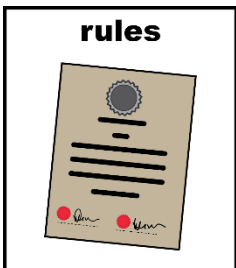
8. We give our staff and volunteers training, so they know how to keep children safe.



9. We make sure our buildings and online spaces are safe places for children.



10. We check and improve how we follow the **Child Safe Standards** regularly.



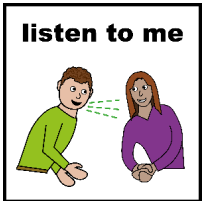
11. We have clear rules that show how we keep children and young people safe.

Child Safety Incidents and Complaints



Our Child Safety Incidents and Complaints Procedure explains what GO will do if a child or young person feels unsafe or someone is worried about their safety.

If a child or young person tells us something is wrong our staff will:



- Listen



- Believe them



- Stay calm



- Make sure they are safe



- Tell the right people so they can help.



We will not ask too many questions or try to investigate on our own.



If you see something unsafe tell a staff member straight away.

If you want to make a complaint about an adult making a child unsafe you can:



- Talk to your staff member



- Call or email us



- Ask someone to help you.



Nothing bad will happen if you make a complaint.

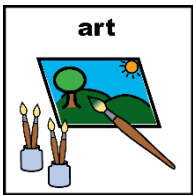
We will work with you to fix the problem, or report to other people if we need to, like the Police or **Child Protection**.



If you are not happy with how your complaint is handled, you can contact the **NDIS Quality and Safeguards Commission**.

Phone: 1800 035 544

Sale of Art and Commission



Our Sale of Art and Commission policy explains how art made by GO participants can be sold and how artists get paid.



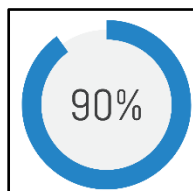
If you make art at GO, you can choose to sell it.



You can also say no. No one is pressured to sell their art.



At GO, the artist always get paid.



If you make art at GO and sell art at GO, you get 90% of the money. The other 10% goes to GO to make sure we can keep the art studio running.



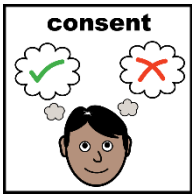
If you make art at GO, but sell it outside of GO, you keep 100% of the money.



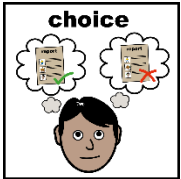
If someone asks you specifically to make them an artwork, or **commissions** you, you get 100% of the money.



When someone buys your art, the buyer will pay GO. GO keeps a record of the sale. GO will give you your money at the end of the month.



If GO wants to use your artwork on posters, cards or other items, we will talk to you and explain it clearly. We will ask you for your permission. We will get you to sign a permission form.



You can change your mind about permission at any time.

Words Used In This Guide

Abuse

When someone hurts you on purpose with words, actions, or by not caring for you properly

Advocate

A person who helps you speak up for what you need and want.

Allegation

When someone says another person has done something wrong, but it hasn't been proven yet.

Behaviour Support Plan

A plan that helps you manage your behaviour, or how to stay calm when you're upset.

Behaviour Support Practitioner

The person who builds your behaviour support plan.

Chemical Restraint

When medication is used to calm someone down or stop certain behaviours.

Child Protection

Child Protection is a government service that helps keep children safe.

Child Safe Standards

Child Safe Standards are rules to help keep children safe from harm. They make sure children feel protected, listened to, and respected and help adults create safe spaces and take action if something is wrong.

Commission

A commission is when someone asks an artist to make a special artwork, just for them.

Conflict of Interest

When a person is involved in two things that might not go well together, like making a decision that could help them more than it helps you.

Dietician

A person who helps you eat the right food to stay healthy.

Dysphagia

When someone has trouble swallowing food or drink.

Fire Drill

A practice to learn what to do if there is a fire.

Identities

Who you are, including things like your name, culture, gender, and the things you like

Inappropriate Relationship

A relationship that isn't right or safe, where someone might be taking advantage of another person.

Incident

Something that happens, especially if it's something bad, unexpected or harmful.

Independence

Doing things for yourself without needing help.

Medication Administration Sheet

A form used to keep track of the medicine you take.

NDIS Quality and Safeguards Commission

A group that makes sure NDIS services are safe and high quality.

NDIS Worker Screening Check

A check to make sure a worker is safe to work with people who need support.

Neglect

When someone is supposed to take care of you, but they don't, and it harms you.

Occupational Therapist

A person who helps you do daily tasks like getting dressed, cooking, or using tools.

PEG

A tube used to give food or medicine to someone who can't eat or drink by mouth.

Personal Information

Information about you, like your name, address, or medical history.

Person-Centered Support

Support that is planned around what you want and need.

Policy/Policies

Rules or guidelines that tell people how things should be done in an organisation.

Positive Behaviour Support

Using positive strategies based on your interests and strengths to support you to manage your behaviour.

Privacy

Keeping your personal information safe and not sharing it without your permission.

Reportable Incident

Something serious that happens, like abuse or neglect, must be reported to the right people.

Respectful

Treating someone kindly and valuing their feelings and rights.

Restrictive Practice

When someone's freedom is limited to keep them or others safe.

Rights

Rights are the rules that keep you safe and treated fairly. They are things you are allowed to have, say, or do, like being treated with respect, making your own choices, and getting help when you need it.

Risk Management

Planning to keep people safe and avoid problems.

Schedule of Support

A plan that shows when and how you will get the support you need.

Service Agreement

A document that explains what your supports will cost, and the rules for coming to GO.

Speech Pathologist

A person who helps with talking, swallowing, or understanding language.

Unauthorised Restrictive Practice

When someone's freedom is limited without permission, and it's not part of their support plan.

Webster Pack

A container that organizes your medication by days and times, so you know when to take it.

Working with Children Check

A check to make sure someone is safe to work with children.