



**Marymead
CatholicCare**
CANBERRA & GOULBURN

Staying Safe for adults

We will support you, listen to you, respect you and help you to feel safe.



Supporting our community for over 60 years

mccg.org.au

Our commitment to everyone

Marymead CatholicCare acknowledges our responsibility to uphold and promote the safety and wellbeing of all our clients and to respect and listen to the opinions of everyone in our care.



Respect

We will treat everyone equally. We want to ensure that you feel safe, welcomed and respected.



Cultural
Safety

We welcome and respect your culture and identity.



Inform
& Listen

We will tell you about your rights and responsibilities when you come to Marymead CatholicCare.

We want to know what you think we do well and what we could do better.

We will take your feedback seriously.

Our commitment to everyone



Safety

If you tell us you are being hurt, we will listen, take it seriously and we will speak to people to try and get you help.



Working with you

We can work together to make important decisions about your care.

If it's safe and helpful to you, we will work to include your family and community in your care.



Safe environment

Whether you sit in a room with us or see us on a screen, we want you to feel safe and comfortable.



Privacy

Your privacy is important to us and your worker with talk to you more about this.

Your rights and responsibilities



Access to Services

We will

Provide the services you need in a fair, transparent and equal way

Your responsibilities

Tell us your needs and when your needs change



Safety

We will

Support you to participate in the community and access meaningful opportunities

Your responsibilities

Let us know your interests, goals and what supports you need



Inclusion

We will

Provide services in a safe environment

Your responsibilities

Act in a way that helps you and others to be safe



Participation

We will

Support and involve you in making decisions about your services and plans

Your responsibilities

Obtain information that will help you to make choices and plans



Quality

We will

Provide you with high quality services that are reviewed regularly

Your responsibilities

Be fair when making complaints and help us to resolve issues



Information

We will

Provide information that meets your needs in a way that you understand

Your responsibilities

Tell us if you want to change appointments, agreements or services

Your rights and responsibilities



Respect

We will

Treat you with courtesy, dignity and respect

Your responsibilities

Treat us and other clients with courtesy, dignity and respect



Privacy & Confidentiality

We will

Respect your privacy and keep your personal information safe

Your responsibilities

Consider allowing us to share your information to protect yourself and others



Outcomes

We will

We will provide services that enable you to reach your goals

Your responsibilities

Take responsibility for the decisions you make



Feedback & Complaints

We will

Respond to your feedback in a fair, transparent and timely way

Your responsibilities

Give us information which will help us meet your needs



Accounts & Fees

We will

Give you access to account information and provide invoices in a clear format

Your responsibilities

Pay any agreed fees and inform us of any changes in your financial circumstances



Advocacy

We will

We will support you to self-advocate or advocate on your behalf when requested

Your responsibilities

Let us know when you believe your voice is not being heard

**What you say
in here,
stays in here**

Unless

- **someone is hurting you**
- **you want to hurt someone**
- **you want to hurt yourself**
- **you give permission to share
with a trusted person**





🔍 Tips to stay secure online

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Stay secure online

Tips and Tricks



Update your devices to the **latest software version**



Turn on multi-factor authentication - this makes it more difficult for people to access your accounts



If you feel unsafe online, stop talking to them and tell someone



Do regular back ups to prevent losing important photos and documents



Scam alert; recognise and report scams. Never reply to emails that **seem fake or are too good to be true.**



Be mindful of people impersonating others, they may not be who they seem.



Never give your personal information to people you meet online



Set secure passphrases and don't share these with anyone

For more information: www.cyber.gov.au or www.esafety.gov.au

My Safety Plan

Warning signs!

Thoughts, feelings and situations that tell me I'm unsafe



What can I do to protect myself

Things I can do, places I can go and actions I can take to be safe

Things I have tried in the past that did not help me to be safe:

Social supports

friends and family who can help me

Things I have tried in the past that have helped me to be safe:

My professional support

Counsellor:

Doctor:

Trusted person:

Other supports available

DVCS 6280 0900	1800 Respect 1800 737 732	Beyond Blue 1300 224 636
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Lifeline 13 11 14	Multicultural Hub 6100 4611	Yerrabi Yerwang 0400 123 258
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Access Mental Health ACT 1800 629 354	NSW Mental Health Line 1800 011 511	ACT Disability, Aged and Carer Advocacy Service 6242 5060
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5-4-3-2-1 Grounding Techniques

Grounding techniques can be incredibly effective tools for managing stress, anxiety, and overwhelming emotions.

These techniques help bring your focus back to the present moment and create a sense of stability.

Instructions: take a moment to notice and jot down:

5



things you can see

4



things you can touch

3



things you can hear

2



things you can smell

1



thing you can taste

Healthy relationships!

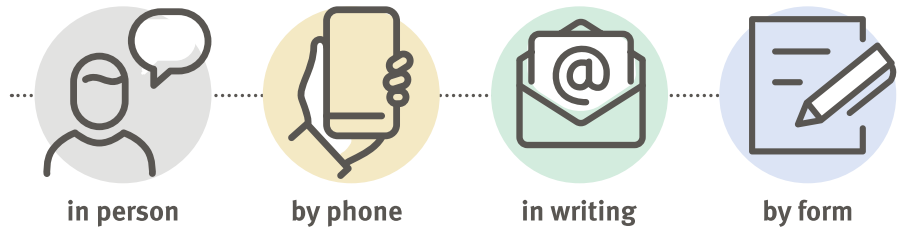
Honesty Safety
Resepct Trust
Understanding
Healthy Relationships
Open Communication
Balance Companionship
Empathy
Equality Support
Boundaries



Complaints & Feedback

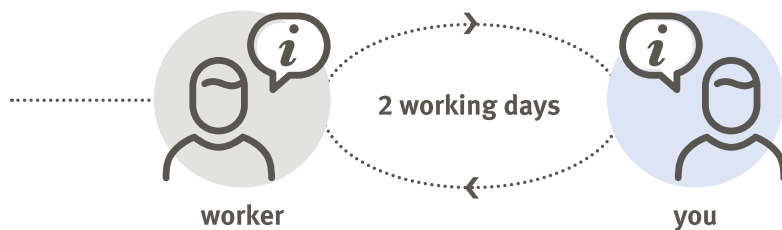
Report

Report your complaint to your worker in person, or by phone, email, letter, or the complaints form. Your complaint may be anonymous.



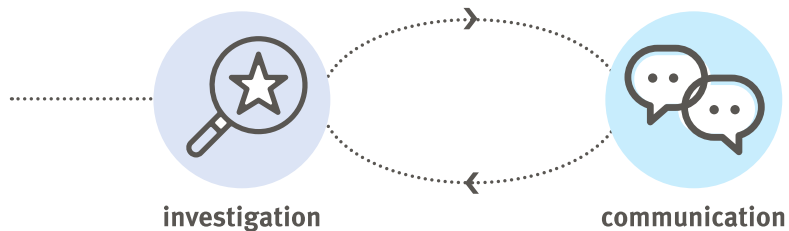
Acknowledgement

The complaint will be acknowledged within **2 working days**.



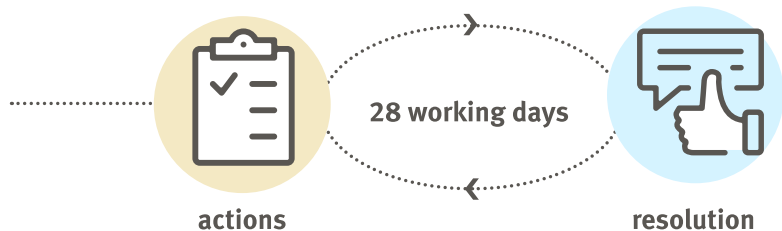
Investigation

The complaint will be investigated. We will communicate the outcome of the investigation and discuss ways to remedy the issue with you.



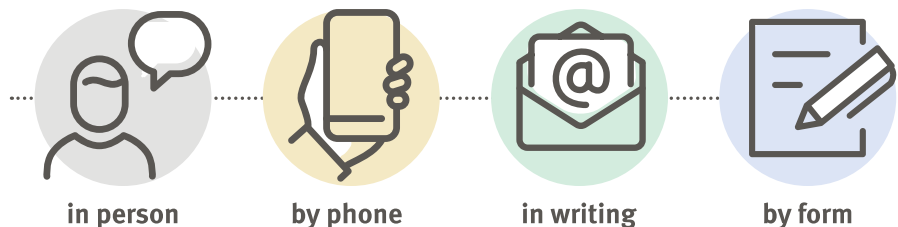
Resolution

We will take actions to aim to resolve the issue within **28 working days**. Your complaint may also help to inform our continuous improvement plan.



Appeal

If you are not satisfied with the outcome, you can appeal the decision within **20 working days** of the notification of the completion of the complaints process.



Other Supports Available



Access Mental Health (ACT)
1800 629 354



NSW Health

NSW Mental Health Line
1800 011 511

1800RESPECT

1800 Respect
1800 737 732



WINNUNGA NIMMITYJAH
ABORIGINAL HEALTH & COMMUNITY SERVICES

Winnunga Nimmityjah
6284 6222



Multicultural Hub
6100 4611



ADACAS
6242 5060



DVCS
6280 0900



Yerrabi Yerwang
0400 123 158

For crisis support, call:

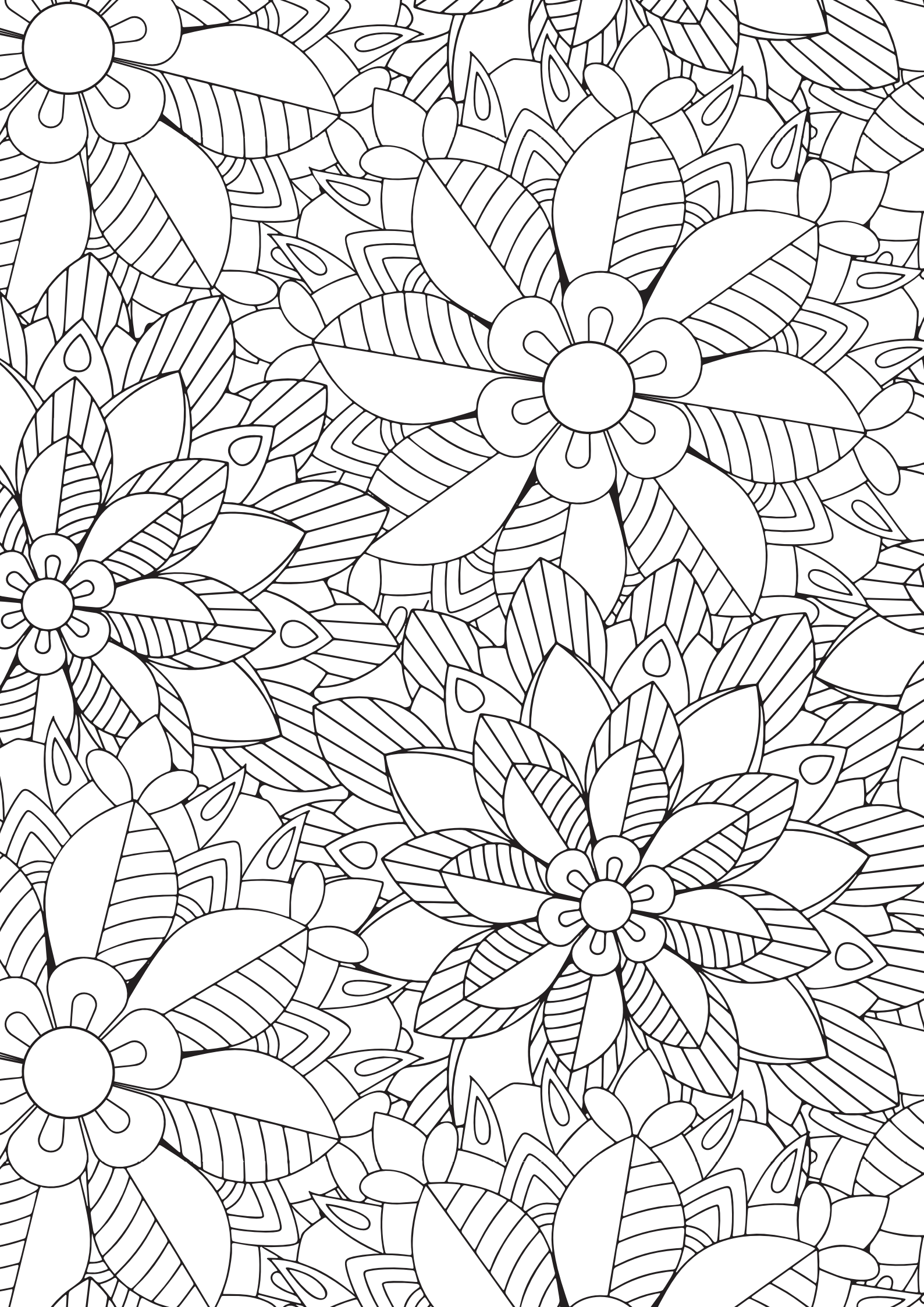
Lifeline
13 11 14

Suicide Call Back Service
1300 659 467

Beyond Blue
1300 224 636

ACT Health Triage Service
1800 629 354







**Marymead
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