Risk Incidents and Complaints Management – How we deliver safe services



[Decorative image omitted]

# Instructions

This infographic shows good messages to give participants about your

approach to risk.

It is important to tell participants how you are focused on preventing incidents and keeping them safe. This shows you are serious about letting participants know you are committed to providing support in a safe manner with care and skill.

Note – this could be merged with other information for participants.

[Decorative image omitted]

# How we deliver safe services

* We have ways to make sure you are safe when you receive our supports
* We try to look at what could go wrong and stop that from happening
* We will learn from any mistakes or issues and improve
* If you do not feel safe, please tell us

[Decorative images omitted]

End of document.