

Risk Incidents and Complaints Management



How we deliver safe services

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.

NB this could be merged with other information for participants.

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

