

Protecting Clients from Harm

Easy Read

A guide for Kameleon Group clients

How to use this document

This document tells you about our Protecting Clients from Harm policy.

A policy is a set of rules that Kameleon Group follows.

We have written this document in an easy to read way.

We explain some hard words. We write the word in blue and bold. Then we explain what it means.

You can ask a friend, family member or support person to help you read this document.

What is this policy about?

Keeping you safe

Kameleon Group wants all clients to be safe.

We work hard to stop harm before it happens.

Harm means hurting someone. This can be:

- violence
- abuse
- neglect – not giving someone the care they need
- exploitation – using someone unfairly
- discrimination – treating someone unfairly

This policy is for all clients, including children.

Your right

You have the right to get supports that are free from violence, abuse, neglect, exploitation and discrimination.

Keeping children safe

Children with disability can be at higher risk of harm.

Kameleon Group makes sure our services are safe places for children.

We listen to families and communities. They help us keep children safe.

What Kameleon Group does to keep you safe

We check our staff

All staff must have a NDIS Worker Check and Working With Children Check before they work with you.

Staff wear ID

Staff will show you their Kameleon Group ID badge.

This helps you know who they are.

Staff know the rules

All staff are trained about your rights.

Staff know about the laws that protect you from harm.

We help you use your rights

We help you and your family make complaints if you are not happy.

We tell you and your family what to do if you think someone has been harmed.

If something happens to you

Tell someone

If you feel unsafe, or something bad has happened to you, tell someone straight away.

You can tell:

- your support worker
- a Kameleon Group manager
- a family member, friend or advocate

We will help you

Kameleon Group will:

- listen to you
- take your concerns seriously
- look into what happened
- help keep you safe
- help you find an advocate or interpreter if you need one

We keep improving

Kameleon Group checks this policy regularly.

We listen to what clients and staff tell us, so we can keep making things better.

Who to talk to

Who to talk to	How they can help
Talk to your support worker	Tell them what happened. They will listen and help you.
Talk to a Kameleon Group manager	Call your local Kameleon Group office.
NDIS Quality and Safeguards Commission	Phone: 1800 035 544 Website: www.ndiscommission.gov.au
An advocate	An advocate is a person who can speak up for you. You can choose your own advocate.

More information

For more information about this policy, please contact Kameleon Group.

We are happy to explain this document to you in another way if you need us to.

Document information

This Easy Read document is based on Kameleon Group's Protecting Clients from Harm Policy and Procedure.
Date: 2026