Keeping You Safe at DCA



What is this information about?

This information is about some rules we have in place to keep you safe.

We have a **duty of care** for your safety.

> **Duty of care** means we must keep you safe when you at Deaf Children Australia or Sign for Work.

We follow **laws** and **policies** to keep our participants and staff safe.

We do regular **safety checks**.

We have **emergency procedures** in place. This includes clear signs for exits.

When you are on site, a DCA employee will

- Explain to you what the emergency procedures are
- Tell you how to exit our site safely if there is an emergency
- Show you the posters of emergency staff so you know who can help you if something happens

If you notice something unsafe, please tell staff.

Some words we use

We / Our means Deaf Children Australia and Sign for Work

Duty of care means we must keep you safe when you at Deaf Children Australia or Sign for Work.

Safe means not in danger or likely to be harmed.

What to do in an emergency



Injuries and Incidents

Tell our staff straight away if something happens to

- Hurts you or someone else
- Scares you or someone else

If you or someone else is hurt, we might call an ambulance.

If you can, tell staff what help you need.

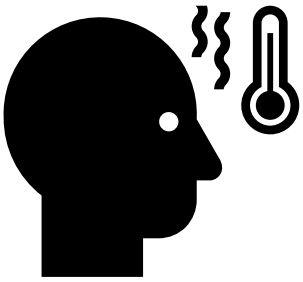
In an emergency you need to do what the staff ask.



First Aid

Some of our staff are trained in First Aid.

This means they can help with simple injuries or look after you until an ambulance arrives (if you need one). We may call your emergency contact.



If you are sick

Please stay home and get better.

We may send you home if come to see us when you are sick.

Let staff know when you are sick before we meet with you.

If we have come to visit you, we may have to leave if you are sick.

Evacuations



If there is danger at one of our sites you might need to **evacuate**.

Evacuation is leaving the building or area and waiting somewhere safer, usually outside. This place is called the **assembly point**.

We have **Fire Wardens** who will wear a RED hat will show you how to leave safely. In an emergency any our staff members can help you.



If you need to evacuate you must

- Stay calm
- Follow staff instructions
- Get out, don't get your things
- Go to the assembly point
- Stay there safely and wait for instructions from staff

Emergency Services might come to investigate the danger. You will be told when it is safe to go back inside.



Disaster Management

If we need to close our site because of a disaster or emergency, we will communicate this to you as soon as we can. This may be by phone, SMS, email or a letter in the mail.

We have procedures in place that helps us continue to provide services to our customers and participants in the event of an emergency or disaster. These procedures are called a **Business Continuity Plan.**

This includes keeping your information safe. You can read more about this in our **Privacy Policy**.

It is important that you tell us if your contact details change so that we can contact you if we need to.