WORKING TOGETHER
Preventing Everyday Harm

Easy Read



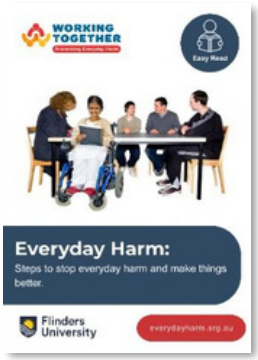
Everyday Harm:

Steps to stop everyday harm and make things better.

Flinders University

everydayharm.org.au

About this document



This document talks about everyday harm.

We will explain what this means.

Easy Read

It is written in an easy to read way.

This means it uses simple language and pictures.



You can ask someone you trust to help you read it.

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What is everyday harm?



Everyday harm is when you are hurt by someone's:

- Words.
- Actions.
- Decisions.





Everyday harm can be when someone:

- Does not listen to you.
- Makes decisions for you.
- Leaves you out.
- Does not talk to you nicely.
- Does not give you the support you need.
- Makes you feel unsafe.

Everyday harm can happen in everyday situations.

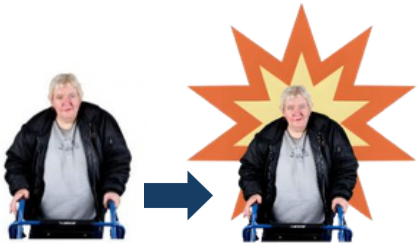


Anyone can experience everyday harm.

But people with disability experience everyday harm more often.

Everyday harm can seem like a small thing.

But small things can add up.



They can have a big impact on people.

Steps to stop everyday harm and make things better



When people feel safe, it is easier to

- Notice when something is not OK.
- Stop everyday harm from happening.

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There are 5 steps to stop everyday harm and make things better.

We will go through each step in this guide.



Step 1: Notice the signs



What does Notice mean?

Notice means paying attention when something does not feel right.

Why is it important?

When we notice everyday harm early, we can do something about it before it gets worse.

What can I do to notice everyday harm?



Name everyday harm.

Use words to describe everyday harm.

You can talk about how it made you feel.

The more we talk about everyday harm, the easier it is to notice.



Notice if someone seems different than usual.

Pay attention to how people are feeling.

Notice if someone seems

- Upset.
- Quiet.
- Worried.

Build trust.

Spend time getting to know each other.



Be kind and respectful.

When people trust you, they are more likely to tell you when something is wrong.

Understand how people communicate.

People communicate in different ways.



Some people use

- Words.
- Pictures.
- Signs.
- Communication devices.

Knowing how someone communicates helps you understand when something is wrong.

Understand that past harm can affect people.



Past experiences can affect how someone feels.

A person may feel worried or upset because of something that happened before.

Example

Ollie's story



Ollie is at a café with his support worker Tony for lunch.



Tony uses Ollie's money to order lunch for him.

Tony does not ask Ollie what he wants.



Ollie feels sad.



Ollie **notices** something is not right.
He wanted to choose his own lunch.

Ollie thinks this might be everyday harm.

Ollie tells Tony he wants to order his lunch himself next time.

Step 2: Acknowledge



What does Acknowledge mean?

Acknowledge means recognising that harm has happened and talking about it.

Acknowledging everyday harm helps us understand what happened.

Why is it important?

Acknowledging everyday harm makes people feel listened to and understood.

When harm is acknowledged, people can work together to decide what to do next.

What can I do to acknowledge everyday harm?



Talk about what caused the harm.

Talk together about what happened.

Think about why the harm happened.

It is important to believe people when they share their experiences.

People can experience the same situation differently.



Share feedback.

It is OK to tell someone when support is not working well.

Sharing your experience can help people understand what needs to change.

Ask if harm has happened.



Sometimes you might notice that something is wrong.

Ask the person if they

- Are OK.
- Would like to talk about what happened.

Name and describe the harm.



Give the person time to explain.

Use simple words to describe what happened.

Talk about how the harm made the person feel.

Keep talking.



Talk often about how things are going.

Do not wait until there is a big problem.

Conversations can stop everyday harm from becoming bigger.

Example

Lee's story



Lee is trying to talk in a meeting.

People keep talking over him.

Lee feels hurt.

Harry notices Lee looking frustrated.



Harry says to Lee, "Is everything okay?"

Lee says, "No. I feel hurt because no one is listening to me."



The group stops talking.

They take time to listen to Lee talk more about why he feels hurt.

The group listens to Lee and **acknowledges** that he was hurt.

They talk about what happened.

Step 3: Respond

What does Respond mean?



Responding means talking about what can be done to fix the harm that has happened.

Why is it important?



We can talk about the problem and find ways to make things better.

What can I do to respond to everyday harm?



Ask how you can work better together.

Ask what could be done differently.

Think about what would make things safer or better.



Share ideas about the cause of the harm.

Talk together about what may have caused the harm.

Think about what

- You did.
- Other people did.
- Was happening at the time.

This can help everyone understand the problem.

Plan together to resolve the harm.



Talk about how things are going.

Talk about what

- Is working well.
- Is not working well.
- Needs to change.

Check if we need help from other people.

Sometimes we need more people to help solve the problem.



You might like to talk to more than 1 person.

The right people can help everyone feel heard and find a solution together.



Ask yourself

- Do we need more help?
- Who could help us?

Think about who can help.



You do not have to solve the problem on your own.

Think about people you trust who can help.

This could be



- A family member.
- A friend.
- A work colleague.
- A **psychologist**.

  A psychologist can help people with their thoughts and feelings.
- Another support person.

Ask the person who experienced the harm who they would like to help them.

Example

Anna's story



Anna is shopping with her support worker Lily.

Lily chooses the groceries without asking Anna.

Anna feels upset.



Anna and Lily talk about what happened.

They decide how they can work better together next time.



Next time, Anna chooses the groceries she wants.

Lily supports Anna to make her own choices.

Step 4: Repair

What does Repair mean?



Repair means making things better after harm has happened.

Repair can help people feel

- Heard.
- Respected.
- Safe.

Why is it important?



Repair helps people feel heard and build trust again after harm has happened.

What can I do to repair after everyday harm?



Apologise and express forgiveness.

If you have caused harm, say sorry.

It shows you want to make things better.

The person who experienced harm can choose if they want to forgive.



Ask someone you trust for help.

You can ask someone you trust to help to repair harm.

A trusted person can help everyone

- Stay calm.
- Listen to each other.
- Talk about what happened.
- Work out what to do next.



Listen and acknowledge.

Give everyone time to talk about what happened.

Listen to each person's experience.

Take their feelings and experiences seriously.



Find a solution together.

Everyone should have a chance to say what they need.

Talk about different ways to repair the harm.

Decide together what to do next.

The person who experienced the harm should be included in decisions about what happens next.

Example

Bradley's story



Bradley goes to his doctor's appointment.

Doctor Jane talks to Bradley's support worker instead of him. Bradley feels annoyed.

Doctor Jane notices that Bradley is quieter than usual.



Doctor Jane realises what happened.

Doctor Jane says to Bradley, "I am sorry I did not speak to you first. What would you like me to do differently next time?"

Bradley says, "Could you please speak to both me and my support worker?"

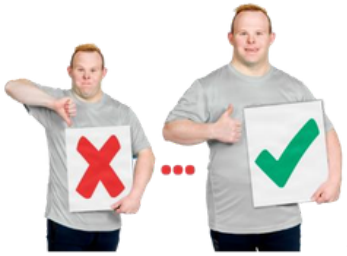


Doctor Jane, Bradley and his support worker agree this is a good plan.

Bradley is happy that Doctor Jane apologised. He feels good about visiting her again.

Step 5: Make things better

What does making things better mean?



Making things better means learning from what happened and making changes so the harm is less likely to happen again.

Why is it important?

To learn what to do differently next time to stop harm from happening.



It helps people feel safe and respected in their relationships.

What can I do to make things better after everyday harm?



Learn from what happened.

Think about what happened and how the harm was repaired.

Think about what

- Worked well.
- Could be done differently next time.



Make positive changes in support services.

Support services can also learn from everyday harm.

They can change the way they give support.

This can help stop the same harm from happening to other people.

Make changes in our relationships.



Think about how you can work better together.

Make changes that help people feel

- Safe.
- Respected.
- Listened to.

Small changes can stop everyday harm.



Small changes include

- Giving people more time.
- Including people in decisions.



It is good to keep checking that these changes are working.

Create safe spaces so that everyday harm stands out.



Safe places help people speak up.

In a safe space, people feel



- Welcome.
- Listened to.
- Acknowledged.
- Respected.

Practise to prevent harm.

Learning takes practice.



Keep practising ways to prevent everyday harm.

It is important to keep

- Talking about everyday harm.
- Checking how things are going.
- Learning together.

Example

Alex's story



Alex works as a manager at a disability support service.



Alex sees feedback from people who use the service saying that the Support Workers sometimes make decisions for them without asking them.

Alex listens to the feedback.



Alex organises training for all Support Workers about supporting people who use their services to make their own choices.



Support Workers now ask people who use the service what they want before making decisions.

Final summary



Together, we can work to stop everyday harm.

We can:



1. Notice.

Pay attention when something does not feel right.



2. Acknowledge.

Listen and talk about what happened.



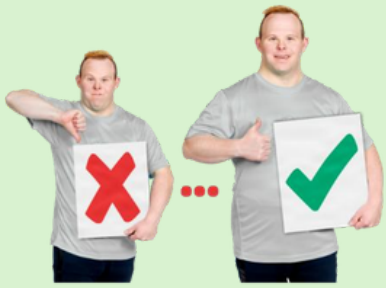
3. Respond.

Decide what needs to happen next.



4. Repair.

Take action to make things better.



5. Make things better.

Learn from what happened and make changes to help stop it happening again.

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