# Apology

# Framework

At **Life Without Barriers**, it is important to say sorry.

Life Without Barriers is sometimes called **LWB**.

Staff at LWB will sometimes need to say sorry when things go wrong.

A group of people standing together

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## What is in this document?

* A blue pen and paper with check marks

  Description automatically generatedThis document is called an **Apology Framework**.
* **Framework** means rules.
* This document talks about why people and organisations say sorry.

## What rules do we follow about saying sorry?

* A blue and yellow checklist

  Description automatically generatedStaff at LWB follow rules called a **National Safeguarding Framework**.
* **Safeguarding** means keeping people safe and well.
* **National** means LWB staff work all around Australia.

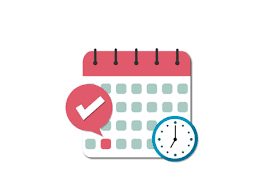
## When will LWB say sorry?

A cartoon of a person waving her hand

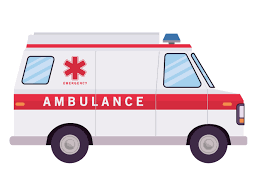
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* LWB will say sorry if they make a mistake and someone was hurt.
* LWB will say sorry when something bad happens to somebody they care for.
* LWB will say sorry if there is a complaint.
* LWB do not hide mistakes.

## Can you give an example of when LWB need to say sorry?

 LWB will say sorry if staff:

* A hand holding a phone

  Description automatically generatedDid not come to an appointment and someone was hurt.
* Did not use a person’s money in the right way.
* Took too long to call an ambulance or doctor and the person got more sick or hurt.
* Did not give medicine in the right way and the person got more sick.
* A cartoon of a person lying on a couch with a blue bag on her head

  Description automatically generatedDid not protect a person from family or house mates who hurt them.
* A person holding glasses to his face

  Description automatically generatedDid not give a person the care they needed and they were hurt.
* Did not respect a person they care for and hurt their feelings.
* Did not let the person they care for make decisions about their care.

## Can saying sorry help?

Saying sorry can be difficult but it is important.

If we talk about what happened, LWB can learn from mistakes.

Saying sorry can help:

* People move on.
* People trust LWB again.
* LWB make sure a person is not hurt again.

## How will LWB say sorry?

* A cartoon of a person holding a sign

  Description automatically generatedStaff will say there was a mistake.
* Staff will talk to the person they care for.
* Staff can also talk to family or other people if the person wants them to.
* Staff will say ‘I am sorry’ or ‘We are sorry’.
* Staff will tell the person what will happen next.
* LWB will learn from the mistake.

## A group of people smiling Description automatically generatedWhat is important to LWB?

LWB believe that:

* Relationships are important.
* They must treat everybody with respect and tell the truth.
* Everyone is different. LWB knows they will have to say sorry to different people in different ways.
* They must try hard to understand people and their family.

## Do LWB the mistakes?



* Yes, LWB keep notes.
* A hands on a computer

  Description automatically generatedLWB use **i-Sight** to make notes about mistakes they make.
* i-Sight is a computer program.
* It helps us stop mistakes from happening.

## Where do I find out more information?

You can find more information by clicking the link below:



[www.lwb.org.au](http://www.lwb.org.au/)