



# Abuse, Neglect and Exploitation

# Abuse, neglect and exploitation policy



## About this document

We will make sure that you always feel safe when you get help from us.



Abuse, neglect and exploitation can make you feel:

- sad
- angry
- scared
- confused.



All our workers know that abuse, neglect and exploitation is NEVER allowed.

This document will:

- help you understand abuse, neglect and exploitation
- tell you how to seek help



**Please note:** This document discusses sensitive topics. If you feel upset or uncomfortable please let us know. We will help you to understand this information in a different way.

## What is abuse?

**Abuse** is any action that is designed to hurt another person. There are different types of abuse.



**Physical abuse** is when someone hurts any part of another person's body.

For example: punching, kicking, hitting or preventing the other person from moving freely.



**Emotional abuse** is when someone says mean things to hurt someone else.

For example: screaming or making rude comments because they know it will make the other person feel upset.



**Financial abuse** is when someone uses money to control another person.

For example: stopping another person from using their own money or bank accounts.



**Sexual abuse** is when someone talks about sexual topics or touches another person's body when the other person has not given permission for this to happen.

For example: touching the private parts of a person's body or making inappropriate comments about a person's appearance.



**Cultural abuse** is when someone uses another person's culture to cause harm or to control them.

For example: making racist comments or refusing to let the other person speak their native language.

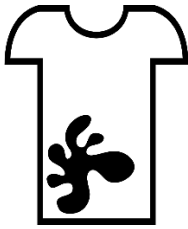
## What is neglect?



**Neglect** is when a person is not given the care that they need. Some signs of neglect are:



- quickly losing or gaining weight because of a bad diet



- dirty clothes and/or clothes that do not fit



- not having your needs and preferences met when planning/providing you with services.



If you think we are not meeting your needs, let one of our workers know. We are here to help.

## What is exploitation?

**Exploitation** is the act of treating a person unfairly in order to benefit from their work or resources. Some examples of exploitation are:



- a company not paying someone for their work (if the person did **not** agree to be a volunteer)



- a worker using a person's disability benefits to buy things that **do not** help that person



- an email from someone you do not know asking for personal information and bank details.



## What is reasonable force?

**Reasonable force** is an action that is done to prevent harm.

We will only use reasonable force to keep you safe.

Our workers can use reasonable force to stop you from:



- harming yourself or others



- damaging things on purpose



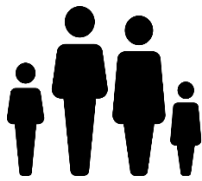
- being in harm's way (e.g. if you are in the path of a falling object).



## How to get help

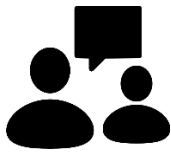


You should **make a complaint** or **report an incident** if you experience abuse, neglect or exploitation. We will help you to do this.



Family members, advocates or friends can also help you make a complaint or report an incident.

You can make a complaint/report and incident by:



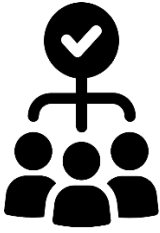
- letting a worker know about the situation



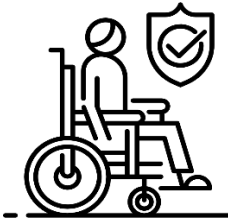
- sending an email, or



- making a phone call.



We will work solve the problem and involve other organisations (such as the NDIS Commission) when needed.



If you believe that we have not handled your incident/complaint in the right way, you can [make a complaint about us directly to the NDIS](#).

We will help you if you decide to do this.