**Abuse, neglect and exploitation policy**

**Easy English Version**



**Version 2.0**

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# Abuse, neglect and exploitation policy

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|  | | **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. | |

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|  | 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 |

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|  | **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. |

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|  | | **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. | |

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|  | | **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. | |

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|  | | **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. | |

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|  | | **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). | |

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|  | | **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](https://www.ndiscommission.gov.au/about/complaints).  We will help you if you decide to do this. | |