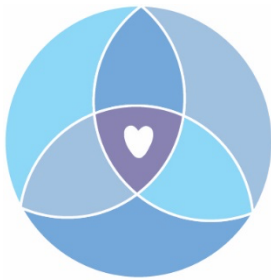


*Accept*  
*Ability Always*  
building♥better♥lives

## Abuse, Neglect and Exploitation Policy



This policy is written by Accept Ability Always.

When you see the word 'we', this means  
Accept Ability Always.



A policy tells you how we will work with you.

This policy is written in an easy to read way.

We use pictures to explain some ideas

**Bold**

We have written some words in bold. This  
means the letters are thicker and darker.

Not Bold

We explain what these words mean.

# About this policy



Warning – this policy talks about things that may make you feel upset or uncomfortable.

Please tell Accept Ability Always if you want help to understand the policy in a different way.



We know that abuse, neglect and exploitation is never okay.

This policy will:

- Help you understand abuse, neglect and exploitation
- Tell you how to get help

## What is abuse?

**Abuse** is anything that is meant to hurt another person. There are different types of abuse.



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

- Punching
- Kicking
- Hitting

- Stopping someone moving where or how they want



**Emotional abuse** is when someone says mean things to hurt someone else. This could be:

- Screaming
- Making rude comments to make the other person feel upset



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

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



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

This could be:

- Making racist comments
- Not letting the other person speak their own language

# What is neglect?

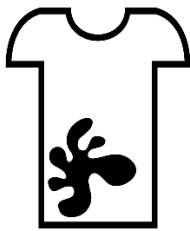


Neglect is when a person is not given the care that they need.

Some signs of neglect are:



- quickly changing weight because of not eating the right foods



- wearing dirty clothes or clothes that do not fit



- not getting what you need and want from your services

# What is exploitation?

**Exploitation** is being unfair to someone to take their things, or what they are paid for working.

Some types of exploitation are:



- a workplace not paying someone who has done work (if the person did not say they wanted to be a volunteer)

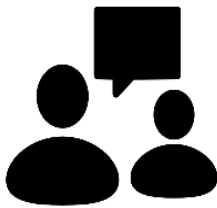


- staff using a person's disability benefits to buy things that do not help the person



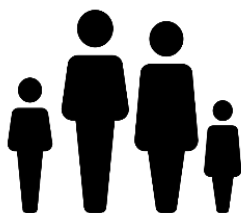
- an email from someone you do not know asking for personal information and bank details

## How to get help



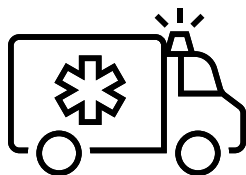
Abuse, neglect and exploitation is never okay.

If you think this is happening, you should tell someone and get help.



We will help you.

Family, advocates or friends can help you.



If you are in trouble and scared of being hurt right now or are already physically hurt, call 000. The Police, Fire, or Ambulance will help you.



We will help you with any questions you have about this policy or if you need help. You can talk to any staff at Accept Ability Always.



You can get help from the National Disability Abuse and Neglect Hotline. You can do this by:

- Calling 1800 880 052
- Emailing [hotline@workfocus.com](mailto:hotline@workfocus.com)



You can let the NDIS Commission know by:

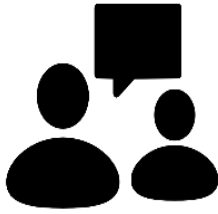
- Calling 1800 035 544
- Filling an online form on [this website](#)



You can let the Health and Disability Services Complaints Office know by:

- Calling 1800 813 583
- Filling an online form on [this website](#)

# More about this Policy



If you think we have not followed this policy we want to know. You can tell us by:

- Talking to anyone from Accept Ability Always.



- Email

[feedback@acceptabilityalways.com.au](mailto:feedback@acceptabilityalways.com.au)

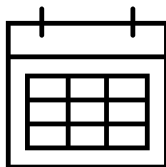


- Call Christine Figueiredo on  
0450 132 088



If you are not happy about what has happened you can make a complaint.

You can do this by telling the NDIS Commission or the Health and Disability Services Complaints office. Their information is above.



This policy was written on October 2024.

If we change the policy, we will put a new easy read on **this website.**