



interaction
empowering people

ABUSE AND NEGLECT POLICY

Easy Read Guide



YOUR RIGHTS



Everyone has the right to feel safe and to live in an environment free from violence, neglect or any other form of **abuse**



Abuse is when you are being hurt. Examples of abuse are:

- Emotional: someone is hurting you with their words
- Physical: someone hurts your body
- Sexual: sexual behaviour forced on you without your consent
- Neglectful: when you aren't given basic things to feel safe (e.g. food, a place to live)



Interaction supports your right to express your needs and have control and choice in your life

YOUR RIGHTS



You have the right to privacy, dignity, and **confidentiality**



Confidentiality is when information about you is kept private



For example, Interaction will not tell anyone who doesn't need to know about your medical needs



You have a right to feel safe in your home and we will support your decision on who is allowed to visit your house

INTERACTION'S POLICY



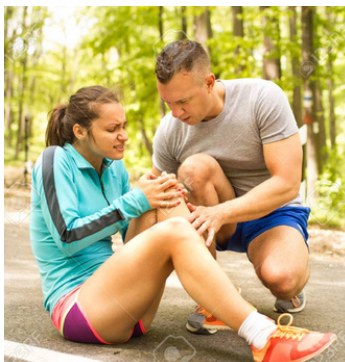
People with disability have the same legal and human rights as everybody else



Interaction has a zero tolerance of abuse, violence, neglect, and discrimination to people with a disability



Zero tolerance means Interaction takes their obligation to keep you safe seriously. If abuse, violence, neglect, or discrimination occurs staff must report it to their manager immediately



Interaction will help you if someone hurts you or we are worried someone is hurting you. Interaction will keep you safe.

STAFF ROLES



Interaction will look into what happened if someone hurts you or we are worried someone is hurting you. We will discuss with you and your guardian of how support could change to keep you safe



It is staff's job to make sure everyone feels safe



Interaction makes sure we only hire staff who have been checked with the police as safe people. This is called an NDIS Worker Screening Check



If you have a concern about staff we can help you speak up. You can call the Interaction on 1300 668 123, email us, or visit us in-person

REPORTING



Staff must report all incidents and injuries that may be considered abuse or neglect immediately to their line manager



Staff will complete an incident form with further information on what they have seen, heard or observed



Staff will protect you immediately so you don't get hurt again



Interaction will report the incident to the police, NSW Ombudsman, NDIS Quality and Safeguards Commission if they need to

REPORTING



All staff must keep your information about the incident confidential unless the law says they have to tell the police or your guardian



You will not be in trouble for letting staff know someone has hurt you



Staff will provide you with information about speaking to the police, or getting help from the doctor or counselor if someone hurts you



Staff will only talk to people you trust about someone hurting you if you say it is OK

REPORTING



If a child or young person is hurt, Interaction must call the Child Protection Helpline on 132 111 and/or the police



If a child or young person is hurt, Interaction must tell their parent or legal guardian unless the report is about the parent or legal guardian



If you do not want to report a matter to the police, staff who know about it may have to report it if it is a **serious offence**



A serious offence is one that has caused you a lot of harm. This can be:

- sexual abuse
- physical abuse