

Policy to stop abuse and neglect of adults



Plain English

Policy to stop abuse and neglect of adults

This is a policy by The Disability Trust.

A **policy** has rules everyone at The Disability Trust must follow.

This policy talks about how to stop abuse and neglect of adults.

Abuse is when someone does things to hurt you or scare you on purpose.

They might

- Hit or hurt you
- Not give you a service you need
- Bully you
- Take your money away
- Make you do sexual things you do not want.



Neglect is when a carer does not look after your needs.

They might not

- Keep you safe
- Give you food
- Help you stay clean
- Give you medicine.

An **adult** is anyone 18 years or older.



What The Disability Trust does to stop neglect and abuse

The Disability Trust takes action to stop neglect and abuse.

We check that all our workers are right for the job.

We make all of our workers aware of abuse and neglect by giving them

- Information
- Training
- Support.

We make sure that our services are safe and give the right support to people.

We always try to make our services better and safer.

We will look into it if abuse or neglect does happen.

We will look into ways to make sure the abuse and neglect does not happen again.

We give you and your family information about how to speak up.

You can look up ways to speak up on the internet.

www.ndiscommission.gov.au/speakup



Support

We want you to feel safe and respected with The Disability Trust.

We want you and your family or guardian to have a say about how we deal with abuse and neglect.

We will give you information in a way you can understand.

This might be information about

- Your rights
- How to make a complaint
- Your supports.

The Disability Trust supports you when something bad happens.

We will get you support that is right for you.

This might be a supporter from outside The Disability Trust.

We will get you a translator who speaks your language if you need one.



We will get you support for your mental health.

We will support you if you are dealing with the law or the police.

We will get support for other people involved like

- Other people who use our services
- The Disability Trust workers.

We will make sure we treat everyone fairly.

If you get services from another organisation

You may get some services from another organisation.

We might ask that organisation to support you if something bad happens.

We will ask you first if this is ok.



What The Disability Trust workers must do

All **workers** at The Disability Trust must

- Support you in a safe way
- Follow the rules
- Tell their managers when something bad or dangerous happens

All **managers and leaders** at The Disability Trust must

- Make sure people feel safe to speak up
- Give training about abuse and neglect
- Work out ways to stop abuse and neglect
- Know if something happened that they need to report
- Tell the government about reportable incidents.



When something happens

When someone tells us someone has been hurt we make sure everyone is safe.

The worker who found out about the abuse or neglect must tell their manager right away.

We will call the police when people are in danger.

We will call the police if someone breaks the law.



If a worker at The Disability Trust has hurt you or someone else the manager will look into it right away.

The worker will not be allowed to be around or speak to anyone who uses our services.

We will tell you about your rights if you have been hurt.

You have the right to speak to the police.

We will get you support if you cannot speak to the police by yourself.

We will ask you if it is ok that we tell your family what happened.

We will let you and your family know what we find out when we look into what happened.



How the Disability Trust looks into what happened

The Disability Trust must follow rules when we hear someone had abuse or neglect happen to them.

This might be the

- NDIS rules
- The Disability Trust rules about abuse and neglect.

The rules say that we must treat everyone fairly.

We must take action at the right time.

We will try to find out what happened and find ways to make sure it does not happen again.

We will write down what we did and keep the information on our computers.

We will follow the law to keep the information safe.

Only people who need to know can see the information.



Other organisations

The Disability Trust may need to work with other organisations to deal with abuse or neglect.

This might be

- The Government
- The NDIS
- Health services
- Police.

When any abuse or neglect happens we will always think about who we need to work with.

We will work with other organisations to deal with abuse or neglect in the best way possible.



How we make sure we deal well with abuse and neglect

The Disability Trust often looks into how we can deal with abuse and neglect in the best way.

We want to make sure we have the best

- Services
- Rules to stop abuse and neglect
- Ways to deal with abuse and neglect.

We look at this policy every 3 years.

We ask other people to have their say about the policy.

This might be

- People who use our services
- Their families
- The Disability Trust workers.



The NDIS Quality and Safeguards Commission

Everyone has the right be safe and get good support from services.

If you use your NDIS Plan with a service and you are not happy about something you can make a complaint to the NDIS Quality and Safeguards Commission.

The NDIS Quality and Safeguards Commission will look into the complaint.

They have put together information about how to make a complaint to them.

To read the information go to

www.ndiscommission.gov.au/makeitknown



Council for Intellectual Disability made this document Plain English. **CID** for short.

You need to ask CID if you want to use any pictures in this document.

You can contact CID at business@cid.org.au.