

## Telling someone about Abuse or Neglect



**Abuse** is when someone hurts you.

This might be:

physical violence – hurting your body



emotional abuse – hurting your feelings  
or threatening you



financial abuse – controlling your money  
or stealing from you



sexual abuse – when someone does  
something to you in a sexual way that is  
not ok, especially if don't want them to  
do this, or if you are young.



**Neglect** is when someone does not look after you properly.

**These things are wrong!**

### What should be reported?

Any abuse or neglect by any of the following people must be reported:



**staff** – people who are paid to work with people with disability



**volunteers** – people who work without getting paid because they want to help



**contractors** – people who run a business providing support



**residents** – people who live in shared living arrangements.



Sometimes, people ask the police for an **apprehended violence order**.



This is a legal document – usually from the police or the courts – that says someone can't come near you because they may hurt you.



If a person breaks an apprehended violence order, this needs to be reported.



If someone has a serious injury, this needs to be reported too.

## How should the report be made?



If staff notice there is a problem, they must quickly tell the person in charge of the service.



The person in charge then has 24 hours to tell the NDIS Quality and Safeguards Commission.



The NDIS Quality and Safeguards Commission is who looks into serious problems in disability services.



The law says that the people from the NDIS Quality and Safeguards Commission can find out what is going on if someone has said that there is abuse or neglect.



They can check to see how the service is handling the problem.



They make sure that the service has a way of dealing with these kinds of problems.

## What about other services?

We've listed the contact details of some people you can talk to about abuse or neglect in other services.

## NSW Police Force

The NSW Police Force can investigate all crimes, including assault, theft and fraud.



NSW Police Force



**Call 000 if there is an emergency.**

General enquiries: 131 444

[www.police.nsw.gov.au](http://www.police.nsw.gov.au)



## NDIS Quality and Safeguards commission



NDIS Quality  
and Safeguards  
Commission

You can make a complaint about NSW disability services directly to the NDIS.



Toll free (outside Sydney metro): 1800 035 544

[www.ndiscommission.gov.au/](http://www.ndiscommission.gov.au/)



## Australian Human Rights Commission

If you feel that you have been treated differently because of your disability, you can contact the Australian Human Rights Commission.



1800 656 419



[www.humanrights.gov.au](http://www.humanrights.gov.au)



## Fair Trading NSW

If you have a problem with how you have been treated by a business or landlord you can contact Fair Trading NSW.



13 32 20



[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

**If you want more information, please contact Brighter  
Access**



1300 908 122



[mycare@brighteraccess.com.au](mailto:mycare@brighteraccess.com.au)