



Southern Stay

DISABILITY SERVICES

choice

inclusion

achievement

'Southern Stay takes a Zero Tolerance approach to abuse and neglect of people with a disability'

**ZERO
TOLERANCE**



ISO 9001



How to use this booklet

This booklet has been written by Southern Stay.
When you see the word ‘we’, it means Southern Stay.



We want to make sure that all the people we support:

- are safe
- feel looked after
- are free from all types of :
 - ⇒ abuse
 - ⇒ neglect
 - ⇒ discrimination.

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This booklet tells you what you can do if you are:

- being abused
- being neglected
- being discriminated
- at risk of abuse

If you think you are being abused in any way, you should tell someone.

This booklet explains:

- how to tell someone
- what will happen next

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The rights you have

Everyone has the right to:

- live their life safely
- be free from:
 - ⇒ abuse
 - ⇒ violence
 - ⇒ neglect
 - ⇒ fear
 - ⇒ discrimination
- make choices about their life
- be treated with respect and dignity by others at all times.



The rights you have



Everyone has these rights, including:

- people with disability
- older people
- young people and children
- carers
- people from different
 - ⇒ cultures
 - ⇒ religions.

We are here to protect your rights.

What is abuse?

emotional/psychological criminal
social sexual verbal threats victim
assault physical
financial

Abuse is when someone:

- does or says things to you that make you feel upset or frightened
- tries to take away your rights

You may be scared to speak out or stop them.

Abuse can be when you do not agree with what is happening to you or other people around you.

Some people may not realise they are hurting you.

Some people hurt others on purpose.

Either way, abuse is wrong.

Whose fault is it?



It is not your fault if someone abuses you.

Some people feel guilty if they are abused.

You might feel that:

- it is your fault
- you have done something to make it happen.

If you feel like that, talk to someone you trust.

Who might abuse you?

Anyone could abuse you

It might be:

- someone you know
- a stranger

Where can abuse happen?

Abuse could happen anywhere, including:

- At home
- At a day care centre or school
- At work
- In a hospital
- In aged care
- At a club
- In the community

Most places are safe.

Types of abuse

There are different types of abuse:



- Physical abuse



- Sexual abuse



- Neglect



- Emotional abuse



- Financial abuse



- Discrimination



Physical abuse

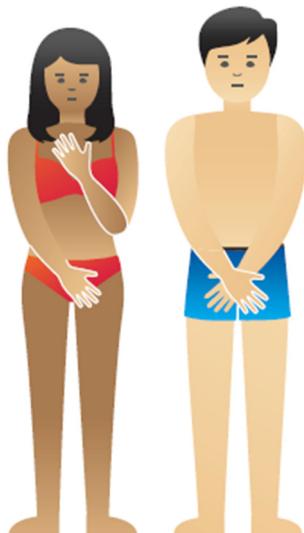


Physical abuse is when someone hurts your body.

This can be:

- Hitting you
- Kicking you
- Pulling your hair
- Scratching, pinching, shaking or pushing you
- Giving you too much medication or not enough
- Restraining you - holding you tightly so you can't move

Sexual abuse



Sexual abuse is when someone:

- makes you do sexual things you don't want to do
- touches you where you don't want to be touched, such as on your private parts.

Your private parts include:

- your bottom
- your breasts and vagina if you are female
- your penis and testicles if you are male.



Sexual abuse

Other types of sexual abuse can include:

- someone making you touch their private parts when you don't want to
- undressing for someone when you don't;
 - ⇒ want to
 - ⇒ need to
- having sex when you don't want to
- being made to watch or say sexual things when you don't want to.

Sexual abuse can make you feel:

- sad
- angry
- ashamed
- frightened



Emotional abuse



Emotional abuse is when someone:

- says bad thing to hurt your feelings
- shouts at you
- threatens you

Emotional abuse can include:

- Calling you names
- Laughing at you
- Blaming you for things that are not your fault
- Ignoring you
- Treating you like a child

Neglect



Neglect is when your care and support is not enough to meet your needs.



Neglect can include:

- Not being taken to a doctor when you are sick
- Being hot or cold a lot of the time
- Not having enough clothes to wear or only having dirty clothes to wear
- Being hungry a lot
- Not having important things when you need them, such as:
 - ⇒ hearing aids
 - ⇒ walking frames
 - ⇒ wheelchairs
- Being put in danger



Financial abuse



Financial abuse is when someone takes your money or things you own without asking.



Financial abuse

Financial abuse can include:

- Stealing:
 - ⇒ your money
 - ⇒ things you own
- Making you buy something you don't want to buy
- Using your money to pay for things other people want
- When you don't have a say about how your money is used
- Spending your money without asking you.

Discrimination



Discrimination is when you are treated unfairly because you are different it could be what someone says or does.



It could be because of:

- The colour of your skin
- Your religious beliefs
- Whether you are male or female
- Your sexuality - if you are lesbian or gay
- The language that you speak
- Your age
- Your disability

What can you do about abuse?

If you think you are being abused in any way, you should tell someone as soon as you can.

You could tell:

- your family
- the police
- a carer, worker or staff member who supports you
- a friend
- your doctor
- a religious leader

Make sure you tell someone you trust.

What happens next?

The person you tell should listen carefully.

You wont get into trouble for telling someone what happened - it is your right to tell someone.

You will be made safe if you are in danger.

If you are talking about someone else being abused, they will be made safe if they are in danger.

The person you tell will make sure an official person knows.

Trained staff or community members will find the best way to stop the abuse or neglect.

You will be given information and advice so you can get the best help.

You will be given support to make any decisions.

Where can you get more information?

There are organisations that can support you.

They have websites where you can get more information.

Office of the Public Advocate
www.puplicadvocate.vic.gov.au

Victorian Advocacy League for Individuals with Disability
www.vaild.org.au

Domestic Violence Resource Centre
www.dvrcv.org.au

Independent complain bodies:

Disability Services Commissioner
www.odsc.vic.gov.au

Office of the Health Services Commissioner
www.health.vic.gov.au

The Ombudsman Victoria
www.ombudsman.vic.gov.au

Child Safety Commissioner
www.ccyp.vic.gov.au

National Disability Insurance Agency
www.ndis.gov.au

Department of Health & Human Services
www.dhs.vic.gov.au

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