

# Abuse, Neglect & Exploitation Policy Easy Read



## Abuse, Neglect & Exploitation



This Policy explains what **Abuse and Neglect** means, what **Juniper** does to **prevent this** from happening and how you can **get help** and **report abuse**



This policy includes **sensitive topics** that may **make some people feel upset** or **uncomfortable**.



Abuse, neglect people make you feel:

- **Sad**
- **Angry**
- **Scared**
- **Confused**



**Abuse** is **any action** which is **meant to hurt another person**. There are many **different types** of abuse.

For **example**:



**Physical abuse** is when someone hurts any part of another person's body on purpose. Such as:

- **Punching, kicking** or
- **Stopping** the other person from moving freely.



**Emotional abuse** is when someone says mean things to hurt someone else. For example:

- **Name calling** or making **rude comments**



**Financial abuse** is when someone **uses money** to **control another person**.

For example:

- **Stopping** another person from **accessing** their **own money**
- **Threatening** to **take** their **money away**
- **Stealing** their money
- **Keeping** them **financially dependent**



**Sexual abuse** is when someone:

- Talks about **sexual topics** or making **rude comments**
- **Touches** another **person's body without** the other **person's permission**.

- **Touching the private parts** of another person's body or showing their own private parts to others without permission.



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

- **making racist comments** or not allowing
- another person to **speak their native language**.



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

These are some **signs of neglect**:

- **Basic needs not** being met
- **Environment/home** is **dirty**
- **Clothes** are **dirty**, or do not fit properly
- **Food** is **not given** regularly, or the **food** is **not healthy**.
- **Not** given opportunity to **bathe** and get clean
- **Not given support** and help when required



**Exploitation** is when a person is **treated unfairly** and **taken advantage** of.

Some examples of exploitation are:

- A person **using** a customer's **disability** to **receive special treatment, money** or **items** for themselves.



**Duty of care** means that it is the **responsibility** of **Juniper workers**, to ensure they do **no harm** to **customers** they support and must **safeguard** them **where possible**.

This means they **must report** any **Abuse, Neglect** or **Exploitation** they witness or are made aware of to the relevant persons, such as:

- **Police 000**
- **NDIS Commission**
- **Aged Care Quality and Safety Commission**
- **Customers Representative/Advocate/Guardian**



Juniper **workers** are **trained** to **recognise signs** of **Abuse, Neglect and Exploitation** and have a **current NDIS Worker Screening Check**.



Please **contact Juniper** if you would like to **report any concerns Abuse, Neglect & Exploitation**.

Or

If you require **information** in **another format** (way):

- Phone: **1300 313 000**
- Online <https://www.juniper.org.au/contact-us/>
- **Speak to us in person**



You can also contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or by visiting their website:

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



Or you may also contact the **National Disability Insurance Scheme (NDIS) Commission** on **1800 035 544**

OR by visiting their website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



For **more information** about **Abuse, Neglect and Exploitation** you can **visit** these **websites**:

- [www.myagedcare.gov.au/contact-us](http://www.myagedcare.gov.au/contact-us) complaints
- <https://www.ndis.gov.au/participants/working-providers/safeguards>
- <https://www.wa.gov.au/government/document-collections/elder-abuse-support-services-and-resources>
- <https://advocacywa.org.au/>