



Independent Disability Services

Changing lives, empowering people

YOUR RIGHT TO: Freedom from Abuse and Neglect

Independent Disability Services (IDS) staff and contractors are required to treat clients and their families with respect and consideration at all times.

Anyone who suspects an IDS client is, or is at risk of, being neglected or abused, should report it to IDS.

If an IDS team member thinks a client is being abused or neglected, they will ask the client questions about their circumstances and whether they want to make a report.

If we believe they are in danger, we may make a report on their behalf without permission.

IDS acknowledges the right of our clients to seek support and guidance of family, friends, carers and independent advocates to uphold their rights.

Our client's wellbeing and best interests are central to every action we undertake. We always consider the personal circumstances of each client.

Our responsibilities

As part of the service agreements between IDS and the agencies engaged by us, staff are required to report any actual or suspected abuse and neglect to IDS Management.

What happens once a report has been lodged depends on the information received.

We will first meet with the client to establish the facts surrounding the incident. We may need to talk to other people to find out about the circumstances.

What to do if you or someone you know is being mistreated

- Tell the person to stop;
- If the abuse/neglect involves a carer, other support worker, friend or family, a complaint should be made to IDS;
- If the abuse or neglect involves an IDS staff member, a complaint should be made directly to the CEO at IDS;
- The National Disability Abuse and Neglect Hotline offer a free, independent and confidential service for reporting abuse and neglect experienced by people with a disability;
- If the complaint requires immediate attention, call emergency services;
- Provide as much information as possible to enable a thorough investigation, including:
 - Your name and address;
 - Information about the situation in which the abuse is occurring;
 - Name of the person/s responsible for the abuse;
 - Name, age and address of the person being abused;
 - You will also need to permit IDS to pass information onto other organisations who can investigate your report, i.e. Police.

Types of abuse

Physical abuse is intentional and unwanted contact with a person, or something close to them.

- Scratching, punching, biting, strangling, kicking, pulling hair;
- Physically preventing a person from leaving or forcing them to go somewhere.

Emotional abuse is to chip away at a person's feelings of self-worth and independence.

- Pretending not to notice someone's presence or conversation;
- Name calling, public embarrassment, blaming for everything;
- Limiting freedom of movement, stopping someone from contacting people.

Financial abuse can be as subtle as telling someone what they can or cannot buy.

- Keeping a person from seeing shared bank accounts or financial statements;
- Using someone's details to obtain credit or credit cards without their permission.

Sexual abuse includes any action that pressures/coerces someone to do something sexually they do not want to do, or behaviour that impacts a person's ability to control their sexual activity or the circumstances in which it occurs.

- Unwanted kissing or touching, or unwanted rough or violent sexual activity;
- Rape or attempted rape;
- Keeping someone from protecting themselves from sexually transmitted infections;

- Sexual contact with someone who is unable to give a clear and informed "yes" or "no";
- Threatening or pressuring someone into unwanted sexual activity;
- Repeatedly using sexual insults toward someone.

Types of neglect

Neglect is a form of mistreatment resulting from inadequate attention through carelessness or disregard for the needs of others.

Physical neglect is failing to attend to a person's medical, hygienic, nutrition and dietary needs, such as failure to provide ample food to maintain health.

Emotional neglect is causing emotional pain, distress or anguish by ignoring or belittling. This includes neglecting or discounting the emotional well being of others, as well as actions to isolate adults from visits or contact from family and friends.

Financial neglect is disregarding a person's financial obligations, such as failing to pay rent, medical insurance or invoices, utility and garbage bills, property taxes and assessments.

Abandonment is deserting care giving needs of an individual while neglecting to arrange sufficient care and support for the duration of the absence.

Self-neglect is when a person fails to meet their essential physical, psychological or social needs, which threatens their health, safety and well-being.

For more information or to discuss how we can help, contact us!

Phone: 03 9340 5100

Email: feedback@idsa.org.au

Level 3, 60 Leicester Street
CARLTON VIC 3053

www.idsa.org.au



We pride ourselves on ensuring our services are inclusive and accessible for all Victorians regardless of ethnicity, gender, gender identity and expression, religion or sexual orientation.



We are committed to ensuring accessibility of our services and information.



We provide access to interpreting services if you need them.