



Easy Read – Zero Tolerance

How do we prevent violence, abuse, neglect and exploitation?



This document tells you about how Melbourne Disability Services **prevents or manages** violence, abuse, neglect and exploitation.



You have **the right** to enjoy a life that is **free from violence, abuse, neglect and exploitation.**



You should always feel safe when receiving supports from us.

If you **do not feel safe**, tell our Operations Manager immediately.



Violence is when someone **hurts you physically** (like hitting, punching or slapping you).



Abuse is when someone **treats you very badly**. They might hurt your body or your feelings.



Neglect is when someone is **not caring for you or helping you** the way they are supposed to.



Exploitation is when someone is taking **advantage of you**.



Melbourne Disability Services **does not allow** any acts of violence, abuse, exploitation or neglect towards you.



It is our **responsibility to protect you** and **keep you safe**.



We want you to tell us if someone **hurts you** or you **do not feel safe** when you are with a person.



If you do not feel comfortable telling us, **you should tell someone you trust** like your:

- mum or dad
- brother or sister
- support worker



Or you can get help from a **professional, independent advocate**.



We can **help you find** an advocate if you want.

Ask our Operations Manager for help. Call (03) 8351 9901.



You can also get help by calling the **National Disability Abuse Hotline** on **1800 880 052**.



To **keep you safe**, we will:

- make sure our **staff follow the rules**
- **train staff** on how to help you
- keep your **information private**



Melbourne Disability Services will always:

- **support you** if something bad happens
- **call the police** if we need to.



We will always:

- **listen to you** or your advocate
- provide you with the **support you need**
- **keep you updated** on what is going on.



If you are not happy with how we are helping you tell the **NDIS**

Commission: Call 1800 03 55 44

Go online

www.ndiscommission.gov.au