

Upholding Human Rights and Preventing Abuse and Neglect



This policy explains how Ability WA will look after your human rights and listen to you if you are ever feeling abused or neglected.

Word List

Term	Definition
Human Rights	This is the right to be free, to be listened to, and to be treated fair.
Abuse	This means when someone hurts you, or you hurt someone. Examples given below.
Neglect	This means you do not get the care you need to feel healthy and safe. <i>Examples given below.</i>
Employees	Any person working for Ability WA, or is a representative of Ability WA
Customers	Any person receiving supports from Ability WA.

Types of abuse can include:



1. Physical abuse – when someone hurts your body, such as hitting, pinching, being rough, not letting you move around.

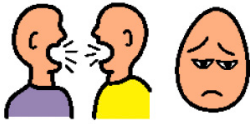


2. Sexual abuse – when someone makes you do sexual things, such as showing or touching your private parts.



3. Financial abuse – stealing money, items or property without asking you.

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4. Emotional abuse - when someone acts in a way that makes you feel unsafe, scared, worried or helpless.



5. Social abuse - when someone keeps you from seeing others.

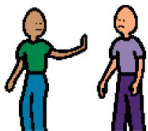


Types of neglect can include:

1. Physical neglect - when someone does not give you the important care you need; such as food, water, shelter or medicine.



2. Passive neglect - when someone does not care to know or listen to what you may need.



3. Emotional neglect - when someone does not allow you to talk with or to them, or others.

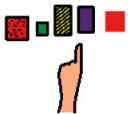
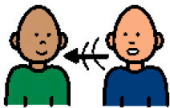
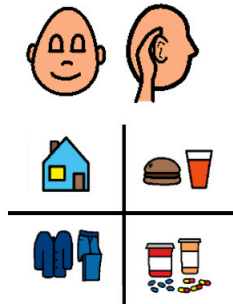


This policy is for employees and customers of Ability WA, and all services and activities happening at Ability WA.



This policy is about how Ability WA will make sure your human rights are looked after and how we will help stop any abuse or neglect.

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How does Ability WA support this policy?

Ability WA employees are here to make you feel safe and listened to.

We protect your human rights by:

- Supporting you to have your needs met.
- Providing a safe place for you.
- Supporting you to understand your human rights.
- Supporting you to talk about any ways you feel unsafe, abused or neglected.
- Giving you choice and control over the services you receive.

We are trained to report any type of neglect or abuse you may have had. You will not be in trouble if you tell us about abuse or neglect.

If you feel your human rights have been abused or neglected, please speak to someone you trust.

You can also call Ability WA on 1300 106 106 or email feedback@abilitywa.com.au and we will take the right steps to fix this.

We will review this policy before November 2022.