

EASY READ - ZERO TOLERANCE



- This document tells you about how Sense of Care prevents or manages violence, abuse, neglect and exploitation.
- You have the right to enjoy a life that is free from violence, abuse, and neglect.
- You should always feel safe when receiving supports from us. If you do not feel safe, let us know 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.
- Sense of Care does not allow any acts of violence, abuse, exploitation or neglect towards you.
- We want you to tell us if someone hurts you or you do not feel safe when you are with a person.



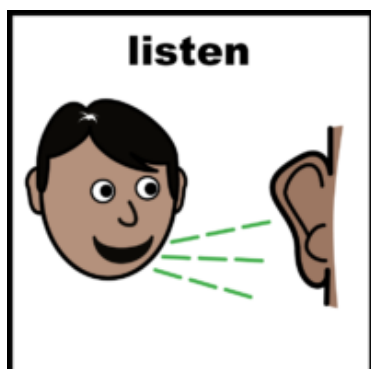
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- If you do not feel comfortable telling us, you should tell someone you trust like your: · mum or dad · brother or sister · support worker.
- Or you can get help from a professional, independent advocate.



- We can help you find an advocate if you want. Ask our team members for help. Call 0490 723 381.
- 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.
- Sense of Care 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