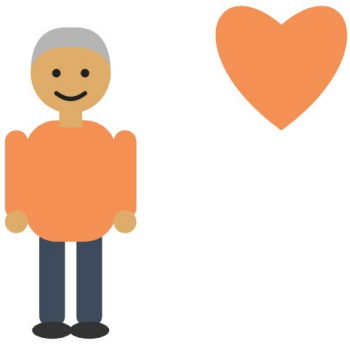
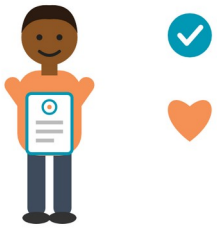
Keeping Safe from Abuse and Neglect

Easy Read: abuse, neglect and exploitation



This is an **Easy Read** document.
A support person can read it with you.
Words in **blue** are explained on the **Hard words** page.

About this document

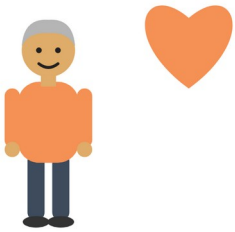


This document is about keeping you **safe** from **abuse**, **neglect** and **exploitation**.

We call ourselves **PPS**.

At PPS, abuse and neglect are **never OK**.

You have the right to be safe



You have the right to be safe and treated with respect.

Nobody should hurt you, scare you or take your things.

What is abuse?

Abuse is when someone hurts you or treats you badly.

It can be hitting or hurting your body.

It can be touching you in a sexual way you do not want.

It can be yelling, threats, or making you feel scared or small.

It can be taking or using your **money** or things without your OK.

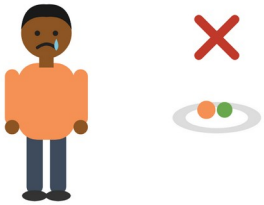
It can be giving you medicine you do not need, or keeping your medicine from you.

It can be stopping you from getting help, or from talking to an **advocate**.

What is neglect?

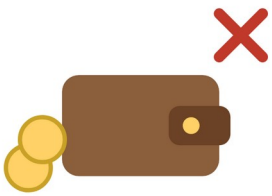
Neglect is when someone who should care for you does not give you what you need.

Like food, clean clothes, your medicine, a safe place, or the support in your plan.



What is exploitation?

Exploitation is when someone uses you, your money or your things to get something for themselves.

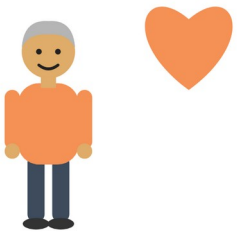


Being held back or locked in

Nobody should hold you down, lock you in, or stop you from moving.

This is only allowed if it is in your **behaviour support plan** and approved by law.

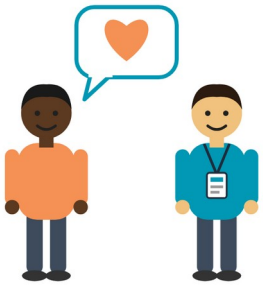
It is not your fault



If someone abuses or neglects you, it is **not your fault**.

You can tell someone. You will **not** get in trouble.

Tell someone



Tell your support worker or support coordinator.

Tell someone you trust, like family, a friend or an **advocate**.

Call PPS on **0452 518 900**.

You can tell us even if it happened somewhere else.

What we will do

We will **listen** to you and take you seriously.

We will help keep you **safe**.

We will tell the **police** and the **NDIS Commission** when we must.

We keep it **private**. Only people who need to know will be told.

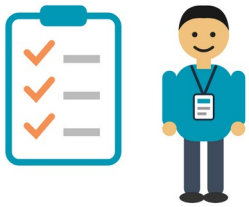
We will help you get **support** or counselling if you want it.

We will tell you what happens next.

If a worker hurt you

We will keep that worker **away** from you while we look into it.

Our workers



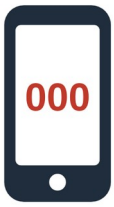
All our workers have an **NDIS Worker Screening Check**.

They are trained to keep you safe.

They must follow the **NDIS Code of Conduct**.

Who you can call

If you are in danger right now, call **000**.



PPS: **0452 518 900**

National Disability Abuse and Neglect Hotline: **1800 880 052** (Monday to Friday, 9am to 7pm)

NDIS Commission: **1800 035 544**

1800RESPECT (any time, day or night): **1800 737 732**

Office of the Public Guardian (Queensland): **1300 653 187**

Hard words

Abuse	When someone hurts you or treats you badly.
Neglect	When someone who should care for you does not give you what you need.
Exploitation	When someone uses you, your money or your things for their own gain.
Advocate	A person who helps you speak up for what you want.
Behaviour support plan	A plan written by a specialist to help you, and the people who support you, when things are hard.
NDIS Commission	The government group that checks NDIS providers do the right thing.
NDIS Worker Screening Check	A check that a worker is safe to work with people with disability.
Private	Kept safe. Only people who need to know can see it.

Document control

Version	Date	Endorsed by	Next review
1.0	21/10/2026	Sheillah Kerich, Director	10/2027

Based on the Abuse, Neglect and Exploitation Policy and Procedure (PPS-POL-ANE01) and CM.2.5.