

Zero Tolerance

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



This document tells you about how **Brain Buddy** 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 **Practice 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**.

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Brain Buddy 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**.

To keep you safe, we will:

- Make sure our staff **follow the rules**
- **Train staff** on how to help you
- Keep your **information private**

Brain Buddy will always:

- **Support you** if something bad happens
- **Call the police** if we need to

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We can help you find an advocate if you want.



Ask our **Administration team** for help.
Call: **03 9851 8200**



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

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** (free call from a landline)
- Go to their website: **www.ndiscommission.gov.au**



You can contact us on:

03 9851 8200
info@brainbuddycare.com.au