

Disability Resource Hub Disclaimer

The material on the Disability Resource Hub is for reference only. No claim or representation is made or warranty given, express or implied, in relation to any of the material. You use the material entirely at your own risk.

The material is provided as point-in-time reference documents. FACS does not maintain the material and does not undertake to ensure that it is accurate, current, suitable or complete.

Where conditions and warranties implied by law cannot be excluded, FACS limits its liability where it is entitled to do so. Otherwise, FACS is not liable for any loss or damage (including consequential loss or damage) to any person, however caused (including for negligence), which may arise directly or indirectly from the material or the use of such material.



Abuse and Neglect Other resources

Summary: The Abuse and Neglect Other resources contain additional information and links relating to responding to allegations of abuse and neglect.



Other resources

Abuse and neglect

1	Advocacy and support.....	2
2	Reporting abuse and neglect.....	2
3	Sexual assault services.....	4
4	Legal advice and services.....	4
5	Victims support.....	5
6	Resources for Aboriginal and Torres Strait Islander people.....	6
7	Culturally and linguistically diverse (CALD) resources.....	8
8	Complaints and the NSW Ombudsman.....	8
9	Link to ELMO e-learning modules.....	8
10	Other useful resources.....	9
11	Abuse and Neglect Guideline references.....	11

1 Advocacy and support

Individual and group advocacy service (People with Disability Australia Incorporated)

Telephone: 02 9370 3100 or 1800 422 015

TTY 1800 422 016

This is a free, non-legal advocacy service for individuals and groups of people with a disability who have serious and urgent problems. The service is available to people with all kinds of disability across NSW. The service also gives advice and information to people with a disability and their associates about how to advocate for themselves.

2 Reporting abuse and neglect

NSW Police and Police Assistance line

If in doubt about reporting abuse contact the NSW Police for advice .regarding non urgent matters, contact the Police Assistance line on 131 444. For emergencies, contact NSW Police on 000.

NSW Police Victims of Crime Easy English fact sheets

http://www.police.nsw.gov.au/community_issues/victims_of_crime/easy_english

Australian National Disability Abuse and Neglect Hotline

Free call: 1800 880 052

TIS: 13 14 50, TTY: 1800 301 130, NRS: 1800 555 677

<http://www.disabilityhotline.net.au/>

The National Disability Abuse and Neglect Hotline is an Australia-wide telephone hotline for reporting abuse and neglect of people with disabilities using government funded services. Allegations are referred to the appropriate authority for investigation. Any person including the person, family, and staff from a service provider can use this Hotline for support, information and advice on any matter involving abuse and neglect.

Child protection

If you think a child or young person is at risk of harm from abuse or neglect, contact **Child Protection Helpline on 132 111** (TTY 1 800 212 936).

The Child Protection Helpline is a 24 hours a day, 7 days a week, state-wide call centre staffed by professionally qualified caseworkers to receive and screen all reports.

Online Mandatory Reporter Guide

If you become concerned that a child or young person known to you in your capacity as a mandatory reporter is being abused or neglected, or is likely to be abused or neglected, this Mandatory Reporter Guide (MRG) is a resource to help you make a decision about whether to report.

<http://www.community.nsw.gov.au/kts/guidelines/reporting/mrg2.htm>

You may call the Child Protection Helpline to report directly however the report should always be informed by having used the Mandatory Reporting Guide which defines the reporting threshold for statutory child protection reports, i.e. whether or not to report to Family & Community Services.

eReporting is available at: <https://kidsreport.facs.nsw.gov.au>

Helpline eReporting is now available for mandatory reporters to make child protection reports to Family & Community Services. eReports are delivered securely and automatically to the Child Protection Helpline for assessment.

eReporting is easily accessible and simple to use. Helpline eReporting must only be used for **non-imminent** suspected risk of significant harm reports. All urgent matters must still be made by phone to the Helpline.

Critical incidents involving children and young people reportable to the Children's Guardian

Under Schedule 3 of the *Children and Young Persons (Care and Protection) Regulation 2012*, all designated agencies accredited to arrange for the provision of statutory out-of-home care in NSW, are required to notify the Children's Guardian, in writing, of any allegation of sexual misconduct or serious physical assault towards a child or young person in out-of-home care, committed by a child-related worker.

The Notification Form is located at the link

http://www.kidsguardian.nsw.gov.au/ArticleDocuments/453/Notification_allegation_sexual_misconduct-physical_assault.docx.aspx

The Office of the Children's Guardian has developed resources for employers to assist in understanding what the above constitutes. *Information for reporting bodies – reporting certain misconduct involving children* is a useful resource for all designated agencies and is published on the Office of the Children's Guardian website¹.

The contact details for the Children's Guardian:

Office of the Children's Guardian

General phone: 02 8219 3600

Fax: 02 8219 3699

Email: kids@kidsguardian.nsw.gov.au

¹ <http://www.kidsguardian.nsw.gov.au/>

3 Sexual assault services

Sexual Assault Service (SAS) NSW Ministry of Health

Staff should contact their local Sexual Assault Service for advice if they are uncertain about reporting an incident as sexual abuse.

This service is available 24 hours at most services or telephone the local hospital after hours.

Local SAS contact details are below or can be found at the following web address: <http://www.kidsfamilies.health.nsw.gov.au/current-work/programs/programs-and-initiatives/sexual-assault-services/>

The SAS provides a range of services that can include immediate care and counselling for victims of sexual assault. The SAS can advise staff about monitoring, documentation and duty of care issues in relation to any allegation of sexual assault.

4 Legal advice and services

Community Legal Centres NSW

Telephone: 02 9212 7333

CLC are independent organisations that provide free legal advice, information and referrals for individuals and communities in NSW, especially people on low incomes or otherwise disadvantaged in their access to justice.

Criminal Justice Support Network (CJSN)

Telephone: 1300 665 908 (24 hours)

CJSN is a State-wide support and information service for people with an intellectual disability who are involved in criminal matters (whether they are victims, witnesses, suspects or defendants).

CJSN, amongst other things, can provide support workers to assist a person with an intellectual disability at police interviews, at court and at related legal appointments.

Disability Discrimination Legal Centre NSW

Telephone: 02 9310 7722 or 1800 800 708

The Centre provides free legal advice, representation and assistance for problems involving discrimination against people with disabilities and their associates.

The Centre is not a generalist legal service for people with disabilities and only assists in cases of disability discrimination under either the Commonwealth Disability Discrimination Act or the NSW Anti-Discrimination Act.

Intellectual Disability Rights Service (IDRS)

Telephone: 02 9318 0144 or 1800 666 611

The IDRS provides telephone advice on a range of legal issues and representation in priority areas such as criminal law, care and protection and guardianship. IDRS also engages in policy and law reform work and undertakes community education.

Law Access NSW

Telephone: 1300 888 529

Law Access NSW is a website and telephone service that can assist people in finding information and other services that will assist them with their legal needs.

5 Victims support

Victims Rights

The Charter of Victims Rights² (the Charter) was developed in response to the enactment of the *Victims Rights and Support Act 2013*. The Charter of Victims Rights outlines 18 rights for victims of crime in NSW.

The Charter applies to all NSW government agencies, non-government agencies and private contractors funded by the State. Refer to the FACS Victim Support Policy 2014 and the Charter for guidance when supporting a person who is the victim of a crime.

Victims Services³

<http://www.victimsservices.justice.nsw.gov.au/>

http://www.victimsservices.justice.nsw.gov.au/Pages/vss/Hidden/VS_specificneeds1.aspx

Victims Services is part of the Department of Justice in New South Wales. Victims Services offers support to people who are victims of crime. Victims Services aims to ensure that its assistance is accessible to all victims of crime, including those with disabilities.

Victims Services staff provides information on the rights of a victim of crime as detailed in the Charter of Victims Rights.

Victims Services staff can also provide confidential emotional support, in addition to practical information on how to access other groups and services that may assist with a victim's recovery following a crime.

Email: vs@agd.nsw.gov.au

² http://www.victimsservices.justice.nsw.gov.au/Pages/vss/vs_victims/VS_victimsrightscharter2.aspx

³ Victim Services: <http://www.lawlink.nsw.gov.au/vs>

Postal address:

The Commissioner
Victims Services
Locked Bag 5118
PARRAMATTA NSW 2124

Fax number: (02) 8688 9632

Telephone: 02 8688 5511 (Sydney Metro), 1800 633 063 or TTY 1800 555 677
ask for 1800 633 063

Victims Access Line (VAL)

Free access to the Approved Counselling Scheme can be arranged through
Victims Services by contacting the VAL:

Telephone: (02) 8688 5511 (Sydney Metro) or 1800 633 063 (Toll free)
TTY 1800 555 677 ask for 1800 633 063

http://www.police.nsw.gov.au/community_issues/victims_of_crime/easy_english

Telephone Interpreting Service: 13 14 50

Callers with a speech/communication impairment:
1800 555 727 ask for 1800 633 063

The VAL operates 8.00am to 6.00pm, Monday to Friday (excluding public
holidays).

<http://www.asca.org.au/Survivors/Role-of-carers-and-supporters/How-should-you-respond.aspx>

6 Resources for Aboriginal and Torres Strait Islander people

ADHC FACS commitment

The **Aboriginal Policy Statement** underpins our strategic direction for Aboriginal people

http://www.adhc.nsw.gov.au/_data/assets/file/0003/236829/870_ADHC_Aboriginal_Policy_Statement_WEB_R.pdf

The **Aboriginal Cultural Inclusion Framework** provides a mode of accountability for monitoring programs and services to ensure real improvements are delivered to older Aboriginal people, Aboriginal people with disability, their families and carers

http://www.adhc.nsw.gov.au/_data/assets/file/0005/239837/Aboriginal_Cultural_Inclusion_Framework_2011-2015.pdf

Aboriginal Contact Line

Telephone: 1800 019 123

Dedicated to Aboriginal victims of crime who would like information about counselling and/or compensation.

The Aboriginal Contact Line hours are 8.00am to 6.00pm, Monday to Friday (excluding public holidays).

The service includes information to victims of violent crime about applying for compensation⁴.

Aboriginal Case Workers

http://www.adhc.nsw.gov.au/_data/assets/file/0018/272124/ADHC_AboriginalCaseWorkers_FactSheet_Jan12.pdf

Indigenous Disability Advocacy Service (IDAS)

IDAS provides short and long term individual advocacy, advocacy training and an information service to Aboriginal people with disability and their families.

Telephone: 1300 114 327

Aboriginal Indigenous Health InfoNet

<http://www.healthinfonet.ecu.edu.au/key-resources/organisations>

Aboriginal Health and Medical Research Council of NSW

http://www.ahmrc.org.au/index.php?option=com_content&view=article&id=2&Itemid=2

Conflict resolution

http://www.cjc.nsw.gov.au/agdbasev7wr/cjc/documents/pdf/cjc_pamphlet_-_blewin_-_jan_2012.pdf Guidelines

Aboriginal Home Care

http://www.adhc.nsw.gov.au/individuals/help_at_home/aboriginal_home_care

Aboriginal staff and positions

Refer to District Disability Directors for information on the location of Aboriginal staff and positions available in your District.

⁴ You are eligible to claim compensation if you are:

- the victim of an act of violence and are injured as a result (primary victim); or
- injured as a result of witnessing an act of violence (secondary victim); or
- the parent or guardian of a primary victim of an act of violence who was under 18 years at the time of the act and you are injured as a result of learning of the act of violence (a secondary victim); or
- a member of the immediate family of a homicide victim (family victim); or
- injured while trying to:
 - prevent someone from committing an act of violence (primary victim), or
 - arrest someone who is committing an act of violence (primary victim), or
 - help or rescue someone against whom an act of violence is being committed (primary victim).

You can also search the ADHC intranet by typing in Aboriginal and seeing what positions and roles are available within ADHC Aboriginal Service Delivery and Development Directorate (ASDD)

Practice guide on working with Aboriginal communities

NSW Department of Community Services, 2009, Working with Aboriginal Communities. A practice guide.

http://www.community.nsw.gov.au/docswr/assets/main/documents/working_with_aboriginal.pdf

First Peoples Disability Network (Australia) - FPDN.

A national peak organisation representing Aboriginal and Torres Strait Islander people with disability and their families. FPDNs purpose is to 'promote respect for human rights, secure social justice, and empower First Peoples with disability to participate in Australian society on an equal basis with others' <http://fpdn.org.au/>

7 Culturally and linguistically diverse (CALD) resources

Language Service Policy and Guidelines

ADHC policy principles and practice guidelines to assist in engaging and utilising interpreters, translators, bilingual staff and CLAS officers

http://www.adhc.nsw.gov.au/data/assets/file/0007/237274/LS_Guidelines_May_2012.pdf

8 Complaints and the NSW Ombudsman

NSW Ombudsman

Telephone: 02 9286 1000 or 1800 451 524 or TTY 02 9264 8050

Note that a "reportable incident" must be reported to the NSW Ombudsman (see under 10 Other Useful resources below).

The office of the NSW Ombudsman can look into *any* matter relating to complaints and serious incidents in disability services. The NSW Ombudsman can:

- handle complaints brought by any individual,
- conduct inquiries of his 'own motion' (such as in response to an anonymous complaint or information received from other sources), and
- inquire into matters affecting people receiving (or eligible to receive) disability services, and service providers.

9 Link to ELMO e-learning modules

Good to Great Portal

URL: www.elearn.com.au/adhc/goodtogreat

Username: adhc Password: goodtogreat

10 Other useful resources

Capacity Toolkit 2008, NSW Attorney General's Department

The Capacity Toolkit is a guide to assessing a person's capacity to make legal, medical, financial and personal decisions.

http://www.diversityservices.lawlink.nsw.gov.au/divserv/ds_capacity_tool.html

Gay and Lesbian Counselling and Community Services of Australia

Telephone: 1800 184 527

Either 5:30pm –10:30pm or 7pm – 10 pm local time (depending on the state the person is calling from).

Family Planning NSW

<http://www.fpnsw.org.au/>

Fact sheets developed by Family planning NSW -

http://www.fpnsw.org.au/486259_8.html

DVD titled “Love and Kisses”. It features actors with disability speaking about different aspects of intimate relationships. You can find the DVD at

<http://www.fpnsw.org/products/Love-and-Kisses-DVD.html>

Looking After Me (LAM) Resource Kit.

A kit containing educational tools for women with intellectual disabilities and professionals to better understand domestic violence issues and facilitate skill development in achieving safe and healthy relationships.

http://www.whnsw.asn.au/Looking_After_Me/Resource-Looking_After_Me.htm

National LGBTI Health Alliance

The National LGBTI Health Alliance is the national peak health organisation in Australia for organisations and individuals that provide health-related programs, services and research focused on lesbian, gay, bisexual, transgender, and intersex people (LGBTI) and other sexuality, gender, and bodily diverse people and communities

<http://lgbtihealth.org.au/>

NSW Ombudsman

Guide for services: Reportable incidents in disability supported group accommodation. <https://www.ombo.nsw.gov.au/news-and-publications/publications/fact-sheets/community-and-disability-services/guide-for-services-reportable-incident-in-disability-supported-group-accommodation>

Natural Justice / Procedural Fairness fact sheet November 2010.

http://www.ombo.nsw.gov.au/_data/assets/pdf_file/0017/3707/FS_PSA_14_Natural_justice_Procedural_fairness.pdf

Office of the Children's Guardian

General phone: 02 8219 3600

Fax: 02 8219 3699

Email: kids@kidsguardian.nsw.gov.au

People With Disability

<http://www.pwd.org.au/pwda-publications/stop-the-abuse.html>

Policies for People: An Approach to Policies and Procedures for Disability Services, Jim Simpson, Western Sydney Intellectual Disability Support Group, 2002

Qlife

A national service that aims to keep LGBTIQ communities connected.

Online chat between 5:30pm and 10:30pm

Telephone: 1800 184 527 between 5:30pm and 10:30pm

<https://www qlife.org.au/>

Queensland Department of Communities

Fact sheets and online resources for preventing and responding to abuse, neglect and exploitation <http://www.communities.qld.gov.au/disability/support-and-services/for-service-providers/preventing-and-responding-to-abuse-neglect-and-exploitation>

Sexual Assault in Disability and Aged Care (NSW)

<http://www.sadaproject.org.au/>

Women's Health NSW

Women's Health NSW is an association of statewide women's health centres and specialist women's centres.

All centres are non-government, community based, feminist services that provide choices for women to determine their individual health needs.

<http://www.whnsw.asn.au/centres.htm>

Women with Disabilities Australia

A transnational human rights and systemic advocacy organisation run by and for women with disabilities.

<http://wwda.org.au/>

11 Abuse and Neglect Guideline references

- Adults Surviving Child Abuse (ASCA). How should you respond when someone you love tells you they were abused as a child? Adults Surviving Child Abuse. <http://www.asca.org.au/Survivors/Role-of-carers-and-supporters/How-should-you-respond.aspx>
- ASCA Response to: Consultation Paper on the Establishment of the Royal Commission into Institutional Responses to Child Sexual Abuse <http://www.asca.org.au/Portals/2/ASCA%20-%20response%20to%20Consultation%20Royal%20Commission.pdf>
- ADHC Behaviour Support Policy and Practice Manual Part 1: Policy and Practice http://dadhc-intranet.nsw.gov.au/client_services/clinical_innovation/behaviour_support/behaviour_support_policy_and_practice_manual?assetid=215450
- Australian Psychological Society 2011, Evidence-based guidelines to reduce the need for restrictive practices in the disability sector.
- Commonwealth Department of Family and Community Services 2002 Abuse Prevention Strategies in Specialist Disability Services. Report prepared by The Nucleus Group. <http://www.nucleusgroup.com.au/downloads/abusePrevention2002.pdf>
- Disability Services Commission 2012, Learning from Complaints – Occasional Paper No.1 Safeguarding People’s Rights to be Free from Abuse – Key considerations for preventing and responding to alleged staff to client abuse in disability services, Victoria
- Family and Community Services 2013, Women in NSW 2013 Safety and justice snapshot. Fact sheet July 2013 https://www.women.nsw.gov.au/_data/assets/pdf_file/0018/274104/Safety_and_Justice_factsheet.pdf
- Family and Community Services 2015, Women in NSW 2014 report. Chapter 6 Safety and justice. http://www.women.nsw.gov.au/_data/assets/file/0019/300781/3303_WNSW-Report2014_Chapter-6_web.pdf
- Flood M. & Fergus L. 2008, An assault on our future: The impact of violence on young people and their relationships. White Ribbon Foundation. http://www.whiteribbon.org.au/uploads/media/Research_series/An_assault_on_our_future_FULL_Flood_Fergus_2010.pdf
- Golden City Support Services 2013, Mapping Natural Supports. Ideas for people who are ready to extend their social relationships http://www.ndis.gov.au/sites/default/files/documents/mapping_natural_supports_full_report.docx
- Howe K. 2000 Violence against women with disabilities – An overview of the literature. Women with Disabilities Australia <http://wwda.org.au/issues/viol/viol1995/keran/>

- National Disability Services 2014, Zero Tolerance Framework
<http://www.nds.org.au/projects/article/194>
- NSW Department of Community Services 2009, Working with Aboriginal Communities. A Practice Guide.
http://www.community.nsw.gov.au/docswr/assets/main/documents/working_with_aboriginal.pdf
- Quadara A. 2008, Responding to young people disclosing sexual assault: A resource for schools. ACSSA Wrap No.6
<http://www.aifs.gov.au/acssa/pubs/wrap/w6.html#what>
- Salthouse S. and Frohmader C. 2004, Double the Odds – Domestic Violence and Women with Disabilities <http://wwda.org.au/issues/viol/viol2001/odds/>
- Sawrikar P. 2009, Culturally appropriate service provision for culturally and linguistically diverse children and families in the New South Wales child protection system. NSW Department of Community Services
http://www.community.nsw.gov.au/docswr/assets/main/documents/research_cald_families.pdf
- Tayton et al. n.d. Groups and communities at risk of domestic and family violence: A review and evaluation. Australian Institute of Family Studies
https://www.women.nsw.gov.au/data/assets/file/0012/300621/PDF_4_Full_Report_At_risk_groups.pdf
- Understanding Violence. Facts and Figures.
<http://www.ourwatch.org.au/Understanding-Violence/Facts-and-figures#WWDA>