



NATIONAL DISABILITY ABUSE & NEGLECT HOTLINE

A free service that takes reports of
abuse and neglect of people
with disability



1800 880 052



1800 301 130

NRS 1800 555 677



13 14 50

THE NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE

What is the Hotline?

The National Disability Abuse and Neglect Hotline is a free service that takes reports of abuse and neglect of people with disability and, in conjunction with callers, finds appropriate ways to have reports addressed.

The Hotline aims to stop current instances of abuse and neglect of people with disability and to prevent them from reoccurring.

As the Hotline gathers data on instances of abuse and neglect of people with disability nationally, it has a key role in identifying and providing evidence of issues that need addressing at a systemic level.

Who can use the Hotline?

Anyone can contact the Hotline, including a person experiencing abuse or neglect, family members, friends or service-providers.

What does the Hotline do?

If a caller reports abuse or neglect in a government-funded disability service, the Hotline will refer the report to the government body that funds the service. The funding body will investigate the report.

If a caller reports abuse or neglect in another situation, the Hotline will refer the report to an agency able to investigate or otherwise address the report, such as an ombudsman or complaints-handling body.

The Hotline provides support to callers on how a complaint about abuse or neglect might be raised and resolved at the local level.

Callers with disability who need support to make a complaint are referred to advocacy assistance.

The Hotline also refers callers to organisations and services that may be able to help a person who has experienced abuse or neglect.

Why report abuse and neglect?

By making a report to the Hotline you help to:

- stop current instances of abuse and neglect of people with disability;
- prevent future abuse and neglect of people with disability;
- make services accountable to funding bodies and the public; and
- identify areas of weakness in service provision.

The Hotline collects data from each report and provides a detailed statistical report to the Australian Government Department of Family and Community Services every three months. These quarterly reports highlight systemic issues and areas in which services need improving.

Is the Hotline confidential?

Generally, all information provided to the Hotline is confidential as usually no information is disclosed to a third party without a caller's consent. However, the Hotline is required to refer reports about children to the appropriate child protection agency. The Hotline may also decide to refer a report to another agency where a person with disability is at serious risk of harm. In such cases the Hotline does not pass on the details of the person making the report.

The Hotline also accepts anonymous reports.

WHAT IS ABUSE AND NEGLECT?

The Hotline uses broad definitions of abuse and neglect, including:

Physical abuse

Inflicting physical injury, pain or any unpleasant sensation.

Sexual abuse

Sexual contact with a child aged 16 or under. Sexual activity with an adult who is unable to understand or who has been threatened, coerced or forced.

Psychological or emotional abuse

Verbal assaults, threats, harassment, humiliation or intimidation.
Failure to interact or acknowledge a person's presence.

Constraint and restrictive practices

Physical or chemical restraint or isolation for reasons other than medical necessity or to prevent immediate self-harm.

Denial of rights or choices such as freedom of movement, religious freedom, freedom of association, or access to property or resources.

Financial abuse

Improper use of another person's assets or withholding of their resources.

Legal or civil abuse

Denial of access to justice or legal systems that are available to other citizens.

Systemic abuse

Failure to recognise, provide, or attempt to provide adequate services or services appropriate to age, gender, culture, needs or preferences.

Physical neglect

Failure to provide adequate food, shelter, clothing, protection, supervision, medical and dental care.
Placing persons at risk through unsafe environments or practices.

Passive neglect

Failure to provide or withholding the necessities of life.

Emotional neglect

Failure to support a person's social, intellectual and emotional growth and wellbeing.

Wilful deprivation

Wilful denial of required medication, medical care, shelter, food, clothing, therapeutic devices or physical assistance.

HOW TO CONTACT THE HOTLINE

The Hotline is open 8am-8pm, every day of the week including weekends.



Phone

free call 1800 880 052



Telephone Typewriter (TTY)

free call 1800 301 130



National Relay Service

1800 555 677



Translating & Interpreting Service 13 14 50



Fax

02 9318 1372



Postal address

Locked bag 2705,
Strawberry Hills NSW 2012



Email enquiries@disabilityhotline.org

Website www.disabilityhotline.org

If you need help understanding this information, please call the Translating and Interpreting Service on 13 14 50 and ask them to call us on 1800 880 052.

إذا كنت بحاجة للمساعدة لفهم هذه المعلومات فالرجاء الاتصال مع خدمة الترجمة الخفية والشفهية على الرقم ١٣١ ٤٥٠ واطلب منهم الاتصال بنا على الرقم 1800 880 052.

အကယ်၍ အသိသည် ဤသတင်း အကြောင်းအရာကို နားလည်ရန် အကူအညီ လိုအပ်ပါက၊ Translating and Interpreting Service (ဘာသာပြန် နှင့် စကားပြန်လုပ်ငန်းဌာန) 131450 သို့ ကျေးဇူးပြု၍ ဆက်ခေါ်ပြီး ကျွန်ုပ်တို့အား 1800 880 052 ၌ ဆက်ခေါ်ရန်တောင်းခံပါ။

如果您在了解這份資料方面需要幫助，請致電 13 14 50 聯絡翻譯及傳譯服務要求他們代致電 1800 880 052 聯絡我們。

Ako trebate pomoć da biste razumjeli ove informacije, molimo pozovite prevodilačku službu Translating and Interpreting Service na 13 14 50 i zatražite da nas nazovu na 1800 880 052.

Kung kayo ay nangangailangan ng tulong para maunawaan ang impormasyong ito, tawagan po ang Translating and Interpreting Service sa 13 14 50 at hilinging tawagan nila kami sa 1800 880 052.

Falls Sie Hilfe benötigen, um diese Information zu verstehen, rufen Sie bitte den Übersetzer- und Dolmetscherdienst *Translating and Interpreting Service* unter der Telefonnummer 13 14 50 an und bitten Sie darum, dass ein Mitarbeiter uns unter der Telefonnummer 1800 880 052 anruft.

Αν χρειάζεστε βοήθεια για να καταλάβετε αυτές τις πληροφορίες, παρακαλούμε τηλεφωνήστε στην Υπηρεσία Μεταφραστών και Διερμηνέων, τηλ. 13 14 50 και ζητήστε τους να μας τηλεφωνήσουν στο 1800 880 052.

यदि इस जानकारी को समझने के लिए आपको मदद चाहिए तो कृपया भाषांतरण एवम् दुभाषिया सेवा को 13 14 50 पर फोन करें और उन्हें कहें कि हमें 1800 880 052 पर फोन करें।

Ha segítségre van szüksége, hogy ezt az információt megértse, kérem hívja a Tolmács és Fordító Szolgálatot a 13 14 50 telefonszámon és kérje hogy hívják a 1800 880 052 telefonszámot.

Se avete bisogno di aiuto per comprendere queste informazioni, siete pregati di chiamare il servizio telefonico di interpretariato '*Translating and Interpreting Service*' al 131450 e chiedete loro di chiamarci al 1800 880 052.

이 정보를 이해하는데 도움이 필요하시면 통번역 13 14 50으로 전화하여 통역에게 1800 880 052 로 우리에게 전화하도록 요청하십시오.

Jekk tkun trid ghajnuna biex tifhem dan it-taghrif, jekk joghgbok cempel it-Translating and Interpreting Service fuq 13 14 50 u staqsiehom biex icempluna fuq 1800 880 052.

Ако ви треба помош да ги разберете овие информации, ве молиме телефонирајте во Translating and Interpreting Service (Служба за писмено и усмено преведување) на 13 14 50 и замолете ги да ни се јават на 1800 880 052.

Jeśli potrzebujesz pomocy w zrozumieniu tego pisma, proszę zadzwoń do tłumacza do przysięgłego (Tranlating and Interpreting Service) pod numer 131 450 i poproś go o kontakt z nami pod numer: 1800 880 052.

Ако вам је потребна помоћ да разумете ове информације, назовите Службу преводилаца и тумача (Translating and Interpreting Service) на 13 14 50 и замолите да нас назову на број 1800 880 052.

Si necesita ayuda para entender esta información, por favor llame al Translating and Interpreting Service (Servicio de Traducción e Interpretación) al 13 14 50 y pídale que nos llamen al 1800 880 052.

Mak presisa tulun atu hatene informasaun ida nee karik, favor ida dere arame ba Servisu Durbasa nian (Translation and Interpreting Service) hosi 13 14 50 atu husu sira bele dere arame mai ami hosi 1800 880 052.

Bu bilgileri anlamakta yardıma gereksinmeniz varsa lütfen 13 14 50 numaradan Yazılı ve Sözlü Çeviri Servisini arayın ve bizi 1800 880 052 numaradan aramalarını rica edin.

Nếu cần được giúp đỡ để hiểu rõ về tài liệu này xin gọi cho Dịch Vụ Thông Ngôn, Phiên Dịch : 13 14 50 và yêu cầu họ gọi cho chúng tôi ở số 1800 880 052.