



NATIONAL DISABILITY
ABUSE AND NEGLECT

HOTLINE

1800 880 052

**A GUIDE TO REPORTING
ABUSE AND NEGLECT**



ABORIGINAL & TORRES STRAIT ISLANDERS



What is the Hotline?

The Hotline is a free abuse and neglect reporting telephone service for people with disability.

What does the Hotline do?

- The Hotline can send a report to help you stop the abuse and neglect
- Provides support to you over the telephone
- Tells you about other services that can help

Why tell someone about abuse and neglect?


Telling someone can stop the abuse and neglect.

What should you do if you need help about Abuse and Neglect?

Talk to someone you trust:

- Your family
- A friend
- Your case Manager
- Your advocate


How to contact the Hotline

 FREECALL: 1800 880 052 (not from a mobile phone)

 FAX: 02 9318 1372

 TTY: 1800 301 130

 NRS: 1800 555 677

 Mail: Locked Bag 2705
Strawberry Hills NSW 2012

In case of emergency contact 000 Police, Ambulance and Fire Brigade or you could also speak with your local medical centre for assistance.

Website: www.disabilityhotline.org

Email: disabilityhotline@pwd.org.au



Physical Abuse

Bonnie who has a physical disability told her friend Jimmy that her carer hit her. Jimmy suggested that Bonnie call the Hotline for help, as they assist people with disability, to talk about abuse.

Bonnie called the Hotline and told them what happened to her.

The Hotline supported Bonnie to report the abuse. Once the abuse was reported, a new carer was found and Bonnie was happy.



Sexual Abuse

Ella, who has a learning disability, told her friend Bonnie that her uncle had been forcing her to have sex with him. Ella was afraid to talk about it before now as her uncle told her it was a secret. Bonnie told Ella that what her uncle had done was wrong and is a crime.

Bonnie encouraged Ella to talk about it with someone who could help her (eg: her doctor or health centre) and to think about the possibility of reporting it to the police. In the meantime, Bonnie supported Ella to call the Hotline and report the abuse and helped her to find support in her area.

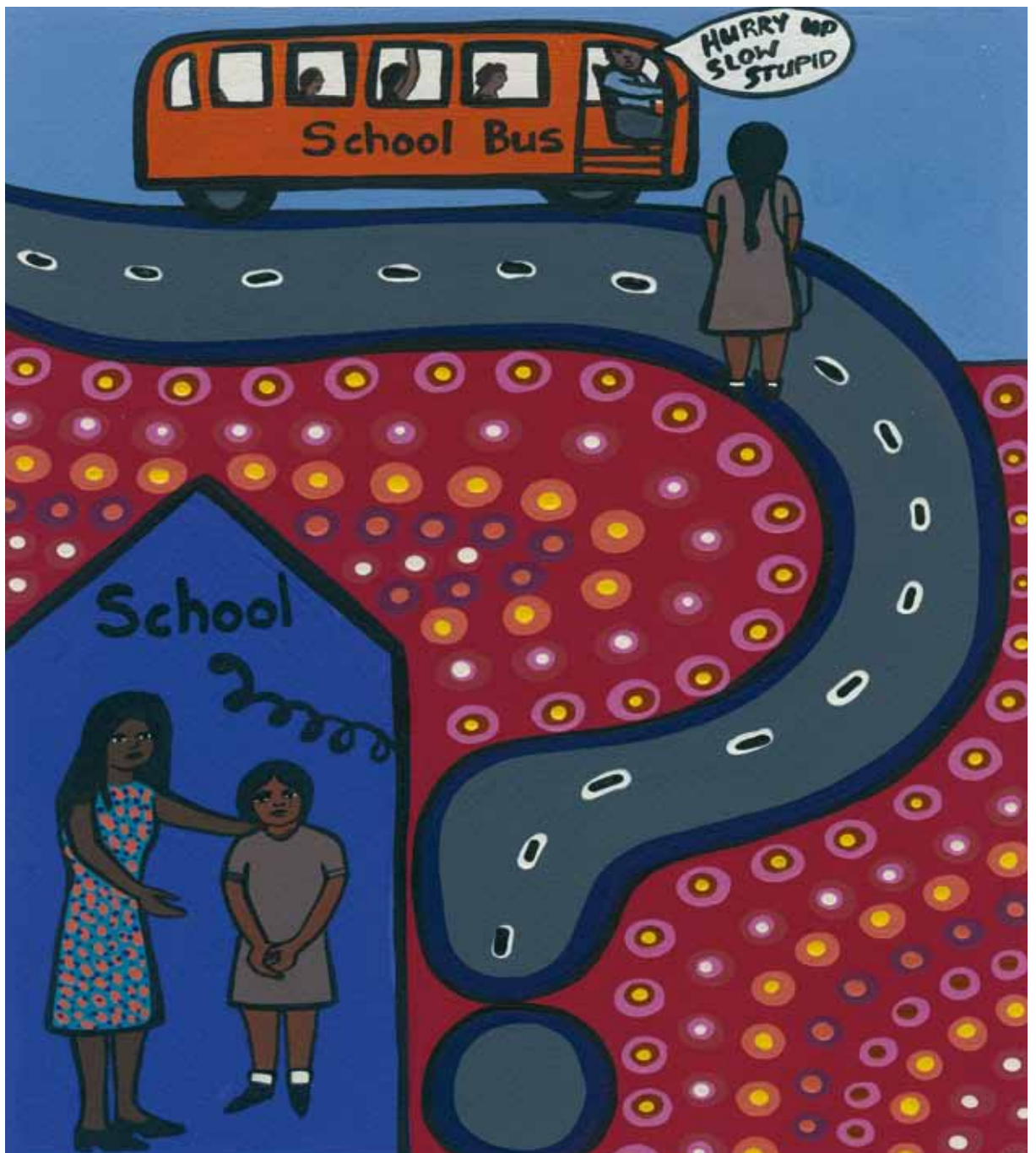


Financial Abuse

Fred, who has a brain injury from being in a car accident, told his mother that his carer had been stealing his money.

Fred's mother called the Hotline and the Hotline reported the financial abuse to the service where the carer works.

The service investigated the carer and found Fred a new carer who he is now happy with.

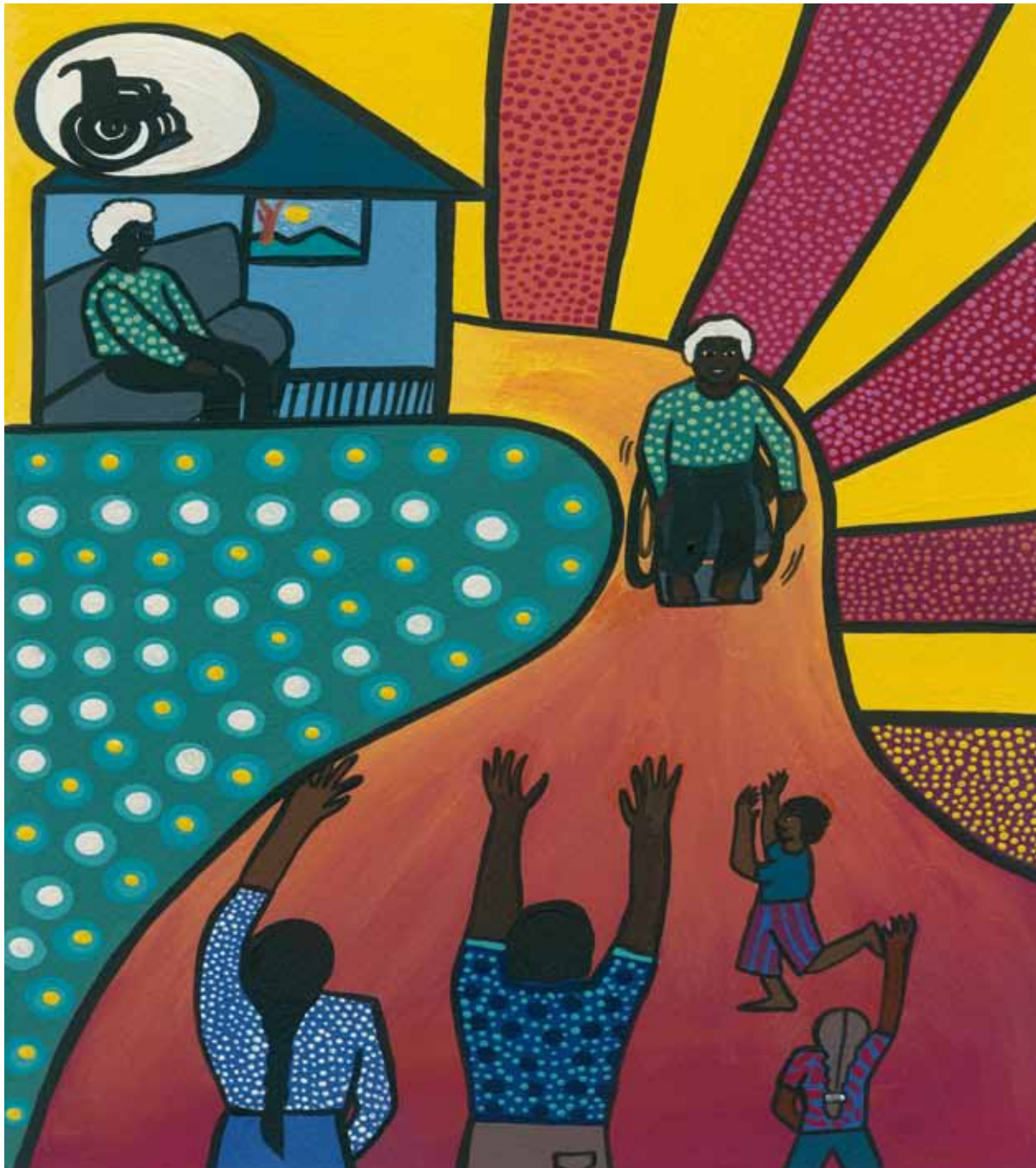


Emotional Abuse

Alice, who has an intellectual disability was verbally abused by the driver on her school bus.

Alice told her teacher that the bus driver picked on her by calling her names like “slow”, “stupid” and “moron”.

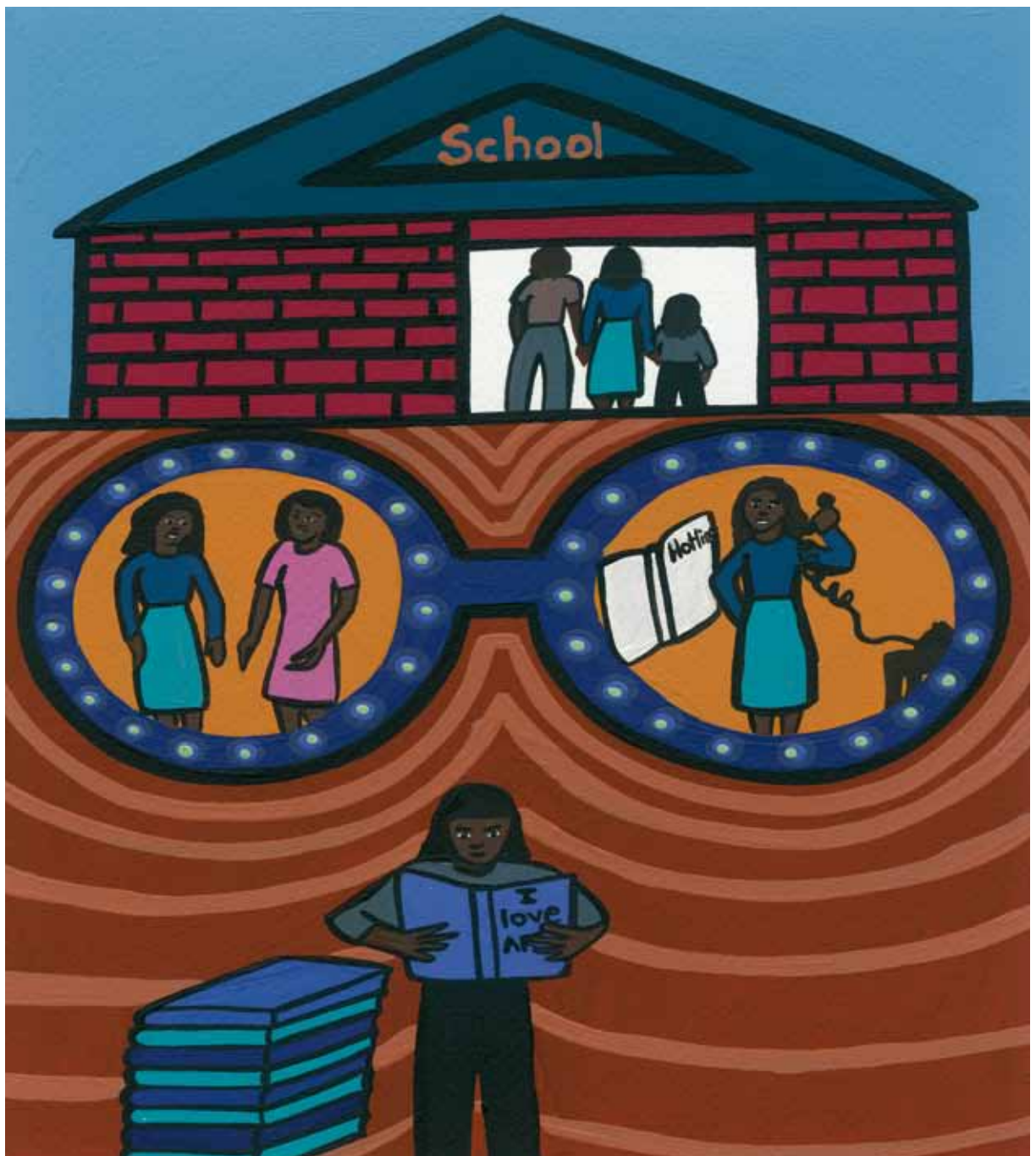
The teacher called the Hotline and agreed to let the Hotline write a letter to the bus company to help stop the emotional abuse.



Constraint and Restrictive Practices

Uncle Lou lives at home alone. He has diabetes and glaucoma and as a result has limited mobility. Uncle Lou would like a wheelchair to get about and visit his mob as he feels physically isolated at home.

Uncle Lou was given a brochure about the Hotline and called them to tell his story. The Hotline connected Uncle Lou with services to help him get a wheelchair.

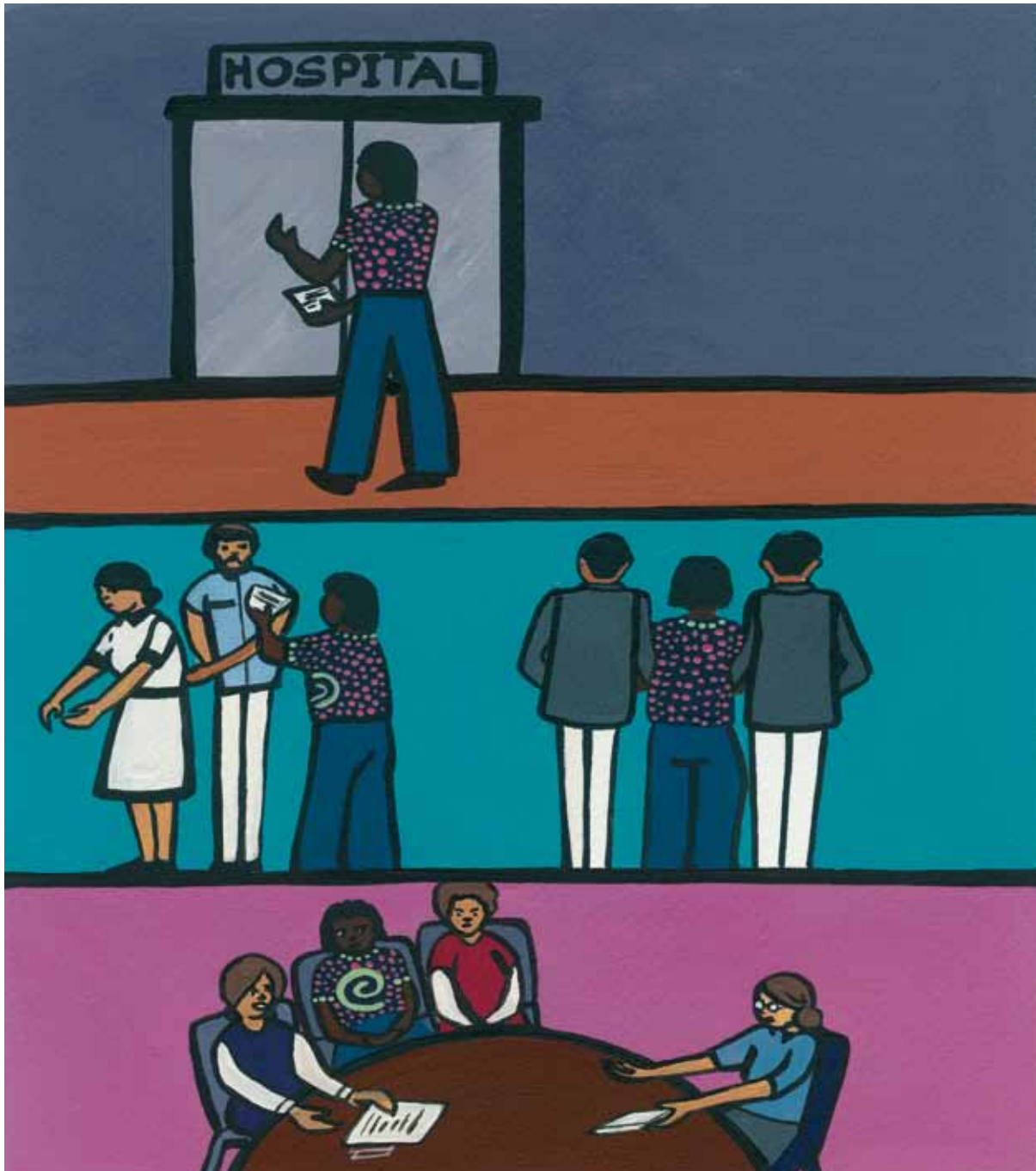


Wilful Deprivation

Sally has vision impairment and goes to the local primary school. The school did not arrange for Sally to have large print books.

Sally's mother spoke with Fred's mother at the parent teacher night. She told her about the Hotline and how they had helped Fred. Sally's mother called the Hotline and told Sally's story.

The Hotline wrote a letter to the Education Department requesting that Sally have her large print books.



Physical Neglect

Neville, who has a psychiatric disability went to the hospital on the weekend for assistance as he ran out of his medication. His regular doctor was away and he did not know where else to go. When Neville arrived at the hospital he was told they were too busy and to come back tomorrow. Neville was very upset about this as he was scared that without his medication he would become sick. Neville rang the Hotline and reported what had happened to him.

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people with disability



Australian Government

Department of Families, Housing,
Community Services and Indigenous Affairs



Aboriginal Disability Network Incorporated



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