
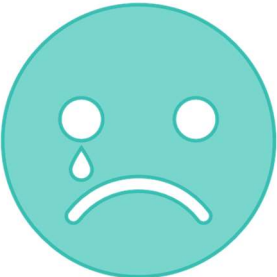








ZERO TOLERANCE TO VIOLENCE, ABUSE, NEGLECT AND EXPLOITATION


A teal speech bubble containing a white question mark.	<p>This document tells you about how OC Connections <b>prevents or manages</b> violence, abuse, neglect and exploitation.</p>
A white checkmark inside a teal circle.	<p>You have the right to enjoy a life that is free from violence, abuse, neglect and exploitation.</p>
An icon showing a person being supported by two hands, all in teal.	<p><b>You should always feel safe</b> when receiving supports from us.</p> <p>If you <b>do not feel safe</b>, tell us immediately.</p>



 A teal icon of a raised fist, symbolizing violence or physical harm.	<p><b>Violence</b> is when someone <b>hurts you physically</b> (like hitting, punching or slapping you).</p>
 A teal icon of a sad face with a single tear, symbolizing emotional abuse.	<p><b>Abuse</b> is when someone <b>treats you very badly</b>. They might hurt your body or your feelings.</p>
 A teal icon of a person lying in a hospital bed with a heart rate monitor, symbolizing neglect or lack of care.	<p><b>Neglect</b> is when someone is <b>not caring for you or helping you</b> the way they are supposed to.</p>



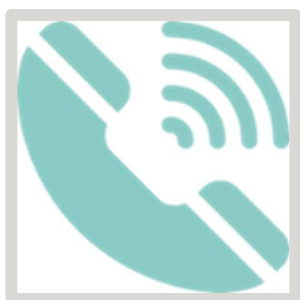
 A teal icon of a hand with the index finger pointing downwards, signifying a negative action or disapproval.	<p><b>Exploitation</b> is when someone is taking <b>advantage of you</b>.</p>
 A teal icon of a circle with a diagonal slash through it, representing a prohibition or 'no' sign.	<p>OC Connections <b>does not allow</b> any acts of violence, abuse, exploitation or neglect towards you.</p>
 A teal icon of an open hand holding a heart, symbolizing care, protection, and support.	<p>It is our responsibility to protect you and keep you safe.</p>

 An icon showing two stylized human figures sitting on chairs and facing each other. A speech bubble is positioned between them, indicating a conversation.	<p>We want you to tell us if someone hurts you or you do not feel safe when you are with a person.</p>
 An icon showing two stylized human figures standing behind a smaller stylized human figure. The two larger figures have their arms outstretched, supporting the smaller figure from behind.	<p>If you do not feel comfortable telling us, <b>you should tell someone you trust</b> like your:</p> <ul style="list-style-type: none"><li>• mum or dad</li><li>• brother or sister</li><li>• support worker</li><li>• support coordinator</li></ul>
 An icon of a stylized human figure standing and holding a briefcase in their right hand.	<p>Or you can get help from a professional, independent advocate.</p>



We can **help you find** an advocate if you want.

Ask your support worker, support coordinator, or an OC Connections manager.



You can also get help by calling the **National Disability Abuse and Neglect Hotline:**

- Phone: 1800 880 052.

Or the NDIS Quality and Safeguards Commission

Phone: **1800 035 544**



To **keep you safe**, we will:

- make sure our staff follow the rules
- **train staff** on how to help you
- keep your information private.



OC Connections will always:

- **support you** if something bad happens
- call the police if we need to.



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**

Go online:

**[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**