

Easy Read Zero Tolerance



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



This document tells you about how Classy Life Pty Ltd., 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 Service 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.



Classy Life Pty Ltd., 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.



We can help you find an advocate if you want.

Ask our Service Manager for help.
Call [insert phone number].



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



To keep you safe, we will:

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



Classy Life Pty Ltd., 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