



Speak up if a person with disability is not safe

Canberra Community Law



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.



We will write contact information at the end of this book.

About this book



This book is from Canberra Community Law.



This book is about what you can do if you think a **vulnerable person** is **not** safe.



A vulnerable person can be

- a person with disability



- an older person over 60 years



- a person who cannot move around much

- a person who is often alone



- a person with mental health issues.



The vulnerable person might be yourself.



When should I speak up?

Speak up when there is **abuse**.



Abuse is when someone hurts another person.

There are many types of abuse.



For example, someone might

- hurt the person's body



- make the person feel

– afraid



– bad



- touch private parts of the person's body when the person says **no**.



Speak up when there is control.



You should speak up if you think someone tries to control another person.



For example, you should speak up if someone

- stops the person from doing what they like



- stops the person from seeing their family or friends



- uses the person's money or things when they do **not** want to



- tricks the person to give away their money.



Speak up when there is **neglect**.



Neglect is when someone does **not** get the care they need.



For example, the person might

- **not** get enough to eat

- **not** get enough to drink



- **not** get medicine they need.

Who should I speak to?



Speak to the **ACT Human Rights Commission** if you think a vulnerable person is **not** safe.

We call it **the Commission**.



The Commission works to protect vulnerable people.



You can contact the Commission even if

- you are **not** sure



- you are worried about the vulnerable person

- you think something bad might happen.

You can make a complaint



A **complaint** is when you tell the Commission that you are **not** happy about something.

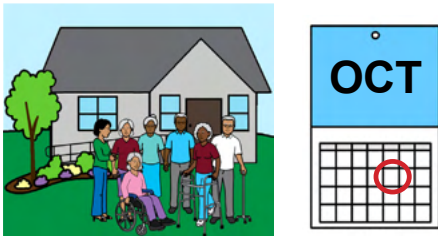


You might **not** be happy about how a support worker treats someone.



When you make a complaint you **must** say

- what has happened



- where it happened

- when it happened



- who is involved



- what you want the Commission to do.

What will the Commission do?



The Commission will

- listen to you
- give you information
- tell you what you can do next.



When you make a complaint the Commission might **investigate**.



Investigate means the Commission will

- find out what happened
- check if the vulnerable person got hurt
- check if someone could hurt the person in the future.

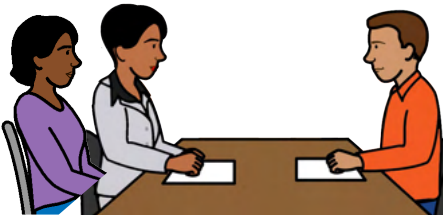


What else can the Commission do?



When you make a complaint the Commission might also try to

- contact the people you are **not** happy about



- have a meeting to talk about the problem.



The meeting is **private**.



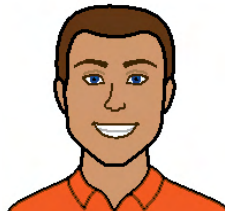
Private means only the people at the meeting will know what you talked about.

Who will be at the meeting?



People at the meeting include

- you

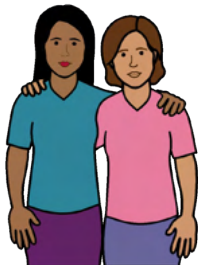


- the person you are **not** happy about.



The vulnerable person can come too.

You can bring a support person to the meeting.



Your support person could be

- a family member or friend



- a **lawyer**.

A lawyer helps people with legal things.



Your support person could also be an **advocate**.



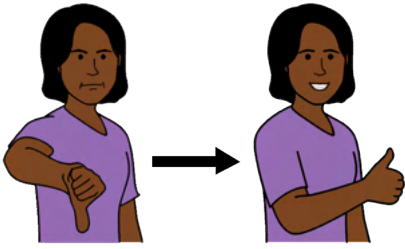
An advocate can help you

- understand information



- speak up.

What happens at the meeting?



People at the meeting will try to find a way to fix the problem.



Someone from the Commission will be at the meeting who will

- **not** take sides



- make sure everyone gets a say



The person you are **not** happy about might

- say sorry



- pay money to the vulnerable person for hurting them



- promise to protect vulnerable people more.



If people at the meeting **cannot** agree

- the Commission can write a report

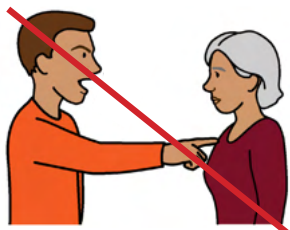


- the Commission can say what **must** change to protect vulnerable people.

What else can the Commission do?

The Commission might ask other organisations for help to

- keep vulnerable people safe



- stop abuse and neglect.



Normally the Commission can only ask others for help if the vulnerable person says **yes**.

Sometimes the Commission might be very worried that a vulnerable person is in danger.



If this happens, the Commission can seek help even if the vulnerable person does **not** say yes.

How can I make a complaint?



If you think a vulnerable person is **not** safe you should contact the Commission soon.



Anyone can make a complaint.



You can make a complaint online.

Website hrc.act.gov.au/complaints



You can also make a complaint on the phone.

Call 6205 2222



It does **not** cost money to make a complaint.



You do **not** need to say your name when you make a complaint.



More information



For more information contact the ACT Human Rights Commission.

Call 6205 2222



Email human.rights@act.gov.au



If you have a disability or mental health issue

Canberra Community Law may be able to help you make a complaint.



Call 6218 7900



Email info@canberracommunitylaw.org.au



Website canberracommunitylaw.org.au



If you do not speak English

Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.



If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website accesshub.gov.au/nrs-helpdesk

Give the relay officer the phone number you want to call.

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