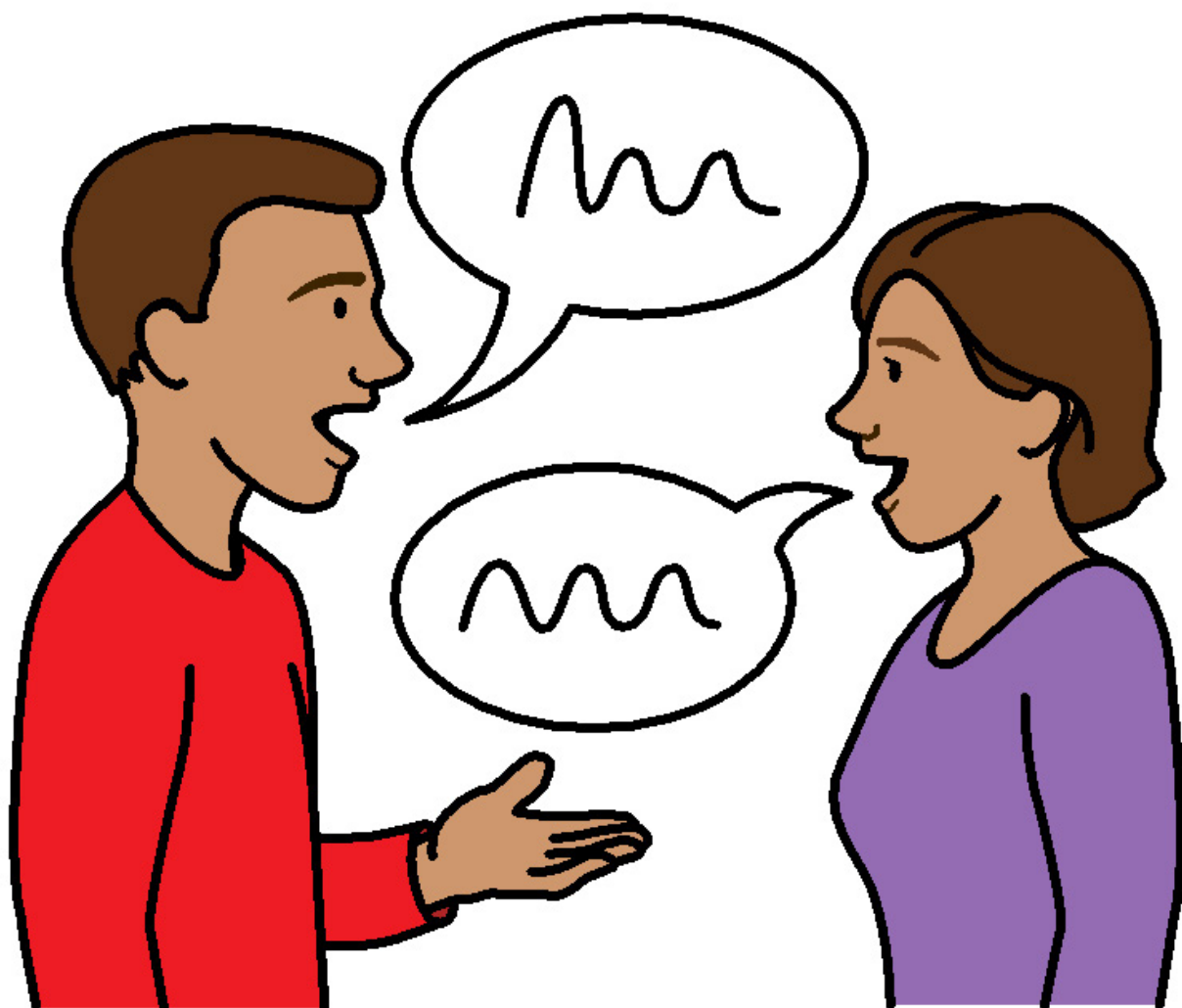


# *Speak Up and Be Safe from Abuse*

*Decision-making resource*



Health  
and Human  
Services





# Introduction

Welcome to the Speak Up and be Safe decision-making resource.


This resource contains a range of tools and strategies that can be used to address abuse and neglect toward people with communication support needs. It is designed to assist direct support staff to choose resources that are most helpful for their current situation.


## How to use this resource

 As you read through the resource, there will be prompt questions highlighted in blue and you will see this symbol. These questions will be about the person that you are working with. Click on the answer that best describes the person you are working with.

 The Speak Up and be Safe from Abuse project is funded by the Victorian Department of Health and Human Services. For this reason, there are some recommended resources that are based in Victoria only. You will see this symbol next to these resources.

## Some resources will be designed with a specific age in mind

 This symbol will indicate that the resources have been developed with children in mind.

 This symbol will indicate that the resources have been developed with adults in mind.

Based on your knowledge of the person you are working with, you will have a better idea of what they might be more responsive to. If you think that the resources that we suggest according to the person's age will not suit the person, you may find something more suitable to that person that is recommended for a different age bracket.

## ***Before you use this resource***

### **You must:**

- Be aware of the organisational policy of your workplace, and the legislation in your state and territory about reporting abuse and neglect.
- Consider whether you need to connect with the family members or the guardians of the person who you are working with. This will be completely individual for every scenario depending on the age of the person, the person's preferences and how the person is supported to make decisions.
- Explore options for the person to be supported by an independent advocate if the person who you are working with does not have a parent, an advocate or a guardian to support them.

### **It is highly recommended that you:**

- Complete [Module 1 - an introduction to communication online learning](#). This will help you to familiarise yourself with some basic concepts when it comes to communication support needs.

### **Remember:**

Recommendations will be different for different people and scenarios. If you are working with more than one person, complete the questions with one individual in mind at a time.

Use your knowledge about the person you are working with combined with the recommendations presented. Every person is individual, so some recommendations will be better suited to some than others.

## Let's Begin

What scenario will you be using your resource for?



Select the option that is most appropriate for you:

### Proactive Strategies

These are resources that would be used when you do not see any indication that abuse and neglect has occurred.

These resource could be used to:

- Teach people about their rights, about autonomy and about their body
- Teach those working with the person about their individual communication styles. This can help others to detect when there are changes in their behaviour, or when then individual is feeling distressed

### Strategies to Address Abuse and Neglect

These are strategies and tools that can be used if you think that potential harm has occurred. They are strategies and tools that can be used to facilitate a discussion with a person. This discussion might lead to disclosure or complaint about abuse and neglect.

## **Proactive Strategies**

You are looking for a resource that you can use to:

- Teach people about their rights, about autonomy and about their body
- Teach other people working with the person about their individual communication styles. This can help others to detect when there are changes in their behaviour, or when the individual is feeling distressed

The communication tools that you use with a person will depend on the communication style of the person.



What are the communication characteristics of the person who you are working with?

### **Emerging Communicator**

- This person's communication is primarily a non-verbal response to their environment, for example facial expression, body language and vocalisations.
- This person has not shown a consistent yes/no response.
- This person has not shown reliable symbolic communication (e.g. use of pictures or photos for communication).

### **Context-Dependent Communicator**

- This person may communicate with you by giving you objects, leading you to places or referring to pictures or photos.
- This person's communication is limited to certain situations (e.g. only with certain people, only with certain images/objects).
- This person has trouble communicating some ideas that are not in the here and now.

### **Independent Communicator**

- When provided with their best-suited communication style (verbal, spelling or communication device), this person is able to talk about any topic they want to.
- This person is usually able to spell to create unfamiliar or new words and sentences.

## **Proactive Strategies**

You are working with an **emerging communicator**. This person has not yet shown a yes/no response or references to objects, pictures or people for their communication.

### **RECOMMENDATIONS**

#### **A) Support direct support providers to learn about abuse and neglect**



##### **Resources designed for those supporting adults**

- [NDS Zero Tolerance Resources – Understanding Abuse](#)
- [NDS Zero Tolerance Resources – Responding to Abuse films](#)
- [Speak Up and be Safe online learning Modules](#)
- [Identifying economic abuse for women with disability in Victoria: A toolkit for service providers and victim/survivors](#)



##### **Resources designed for those supporting children**

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)

#### **B) Support direct support providers to learn about the person**

Ultimately, if those supporting a person are familiar with a person's communication, preferences and routine, they will be more likely identify when changes in the person's behaviour which could be warning signs for abuse and neglect.

#### **Personal Communication Dictionary**

A personal communication dictionary can assist all those who support the person to learn about their individual communication. This means that those supporting the person can more easily identify when the person is upset or unsettled, or when they are showing behaviours that they do not usually demonstrate.

- [Find out more about a personal communication dictionary here](#)
- [Find resources to create a personal communication dictionary using the 'Connecting Me' toolkit here](#)
- [Apply to have a customised personal communication dictionary created through the Non-Electronic Communication Aids Service \(NECAS\) here](#)

## Book About Me

A 'book about me' contains details about a person's likes, dislikes, routines and history. This resource helps those who are working with the person to learn more about how to create a consistent environment for the person, and what is important to them. With this knowledge, a support person can also identify when changes need to occur.

- [Find out more about a 'book about me' here](#)
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## Speech pathology referral

The above resources are focussed on the communication that the person is showing at this time.

You can refer to a speech pathologist for more specific recommendations about how you can support the person to continue to develop their skills.

## **Proactive Strategies**

You are working with a **context-dependent communicator**.

The next step is to determine the tools that they use to communicate.



Which sentence best describes how the person communicates?

*The person can show people what they want by leading them to places, or bringing objects to them. The person has not shown signs that they find meaning in pictures or photos.*

*The person recognises themselves and others in photos, or has shown that they recognise that line drawings can represent real objects or activities. The person uses some words but their speech is difficult to understand.*



## **Proactive Strategies**

You are working with a **context-dependent communicator**. This person is not showing that they find meaning in pictures and photos.

The person who you are supporting expresses themselves by:

- facial expression
- vocalisation
- body language
- using objects (e.g. pointing, bringing, alternating gaze between the person and the object).

This person has not shown that they recognise objects or people in photos, or been seen to make a link between line drawings and real objects.

## **RECOMMENDATIONS**

### **A) Support direct support providers to learn about abuse and neglect**

Family planning in your state can provide resources about sexuality, relationships and body autonomy:

- [Family Planning Victoria](#)
- [Family Planning NSW](#)
- [Sexual Health and Family Planning ACT](#)
- [True Queensland](#)
- [Family Planning Tasmania](#)
- [SHINE SA](#)



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### ***B) Support direct support providers to learn about the person***

Ultimately, if those supporting a person are familiar with a person's communication, preferences and routine, they will be more likely identify when changes in the person's behaviour which could be warning signs for abuse and neglect.

### **Personal Communication Dictionary**

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### **Speech pathology referral:**

The above resources are focussed on the communication that the person is showing at this time.

You can refer to a speech pathologist for more specific recommendations about how you can support the person to continue to develop their skills.

## **Proactive Strategies**

You are working with an **independent communicator** who is able to express a variety of messages to a variety of people.



Does the person use speech as their primary means of communication?

**Yes**

**Yes, but the person's speech is difficult to understand**

**No**

## **Proactive Strategies**

You are working with a **context-dependent communicator**. This person has shown that they recognise pictures.



Does the person have any communication aids that they use to give a message?

**Yes, this person has a communication aid that they regularly use to help them to give a message, such as a communication board, a communication book or an electronic device or app with pictures that they use to communicate.**

**No, this person does not have any communication aids to help them to give a message.**

**NOTE:** *The person might have communication aids to help them to understand a message such as a visual timetable or a shopping list. This is not the same as having a communication aid that helps a person to give a message.*

## **Proactive Strategies**

You are working with a **context-dependent communicator**. This person uses images to communicate, but does not have communication aids that they use to express a message.



### **RECOMMENDATIONS**

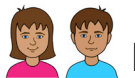
#### **A) Support the person to learn about speaking up**



##### **Resources designed for adults:**

Advocacy groups can support a person to learn about speaking up. Examples of such groups include:

-  [Victorian Advocacy League for Individuals with disability \(VALID\)](#) (Contact VALID to discuss options)
-  [The Self Advocacy Resource Unit \(SARU\)](#) (Contact SARU to discuss options)



##### **Resources designed for children:**

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)

#### **B) Support the person to learn about abuse, neglect and body autonomy**

There are some existing resources that are designed to help a person with communication support needs to learn about body autonomy, relationships and speaking up. Every person is different so some of our suggestions are better suited to some people than others.


Here are some possible communication aids that you could be used to help the person to learn vocabulary to talk about abuse and neglect:

Family planning in your state can provide resources about sexuality, relationships and body autonomy:

- [Family Planning Victoria](#)
- [Family Planning NSW](#)
- [Sexual Health and Family Planning ACT](#)
- [True Queensland](#)
- [Family Planning Tasmania](#)
- [SHINE SA](#)



### Resources designed for adults:

-  [Victorian Advocacy League for Individuals with disability \(VALID\)](#) (Contact VALID to discuss workshop options)
- [Valid videos: abuse and neglect](#)
- [SECCA app](#)



### Resources appropriate for children and adolescents:

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)
- [Feel Safe app](#)
- [SoSafe program](#)
- [SECCA app](#)

## **C) Support the person to access a communication aid**

A communication aid helps a person to more independently communicate their choice, maintain relationships and discuss important topics such as abuse and neglect. The right communication aid and support could make a big difference to how easily a person can get their message across and, ultimately, tell others about their experiences.

Speak to a speech therapist about finding the best communication aids for the person.

## **D) Support the person to learn picture based vocabulary to talk about abuse and neglect**

It is important that a person learns to recognise the vocabulary that they need to talk about abuse and neglect *before* they experience a situation where they need to use this vocabulary.

The Speak Up and be Safe from Abuse project has produced fact sheets and examples of how you can add picture communication symbols to story book or poster resources to assist a person to learn important vocabulary.

[Click here to see these resources.](#)

## ***E) Support direct support providers to learn about abuse and neglect***

Family planning in your state can provide resources about sexuality, relationships and body autonomy:

- [Family Planning Victoria](#)
- [Family Planning NSW](#)
- [Sexual Health and Family Planning ACT](#)
- [True Queensland](#)
- [Family Planning Tasmania](#)
- [SHINE SA](#)



### **Resources designed for those supporting adults:**

- [NDS Zero Tolerance Resources – Understanding Abuse](#)
- [NDS Zero Tolerance Resources – Responding to Abuse films](#)
- [Speak Up and be Safe from Abuse online learning modules](#)
- [Identifying economic abuse for women with disability in Victoria: A toolkit for service providers and victim/survivors](#)



### **Resources designed for those supporting children:**

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)
- [PEP Talks website by Association for Children with a Disability](#)

## ***F) Support direct support providers to learn about the person***

Ultimately, if those supporting a person are familiar with a person's communication, preferences and routine, they will be more likely identify when changes in the person's behaviour which could be warning signs for abuse and neglect.

## Personal Communication Dictionary

A personal communication dictionary can assist all those who support the person to learn about their individual communication. This means that those supporting the person can more easily identify when the person is upset or unsettled, or when they are showing behaviours that they do not usually demonstrate.

- [Find out more about a personal communication dictionary here](#)
- [Find resources to create a personal communication dictionary using the 'Connecting Me' toolkit here](#)
- [Apply to have a customised personal communication dictionary created through the Non-Electronic Communication Aids Service \(NECAS\) here](#)

## Book About Me

A 'book about me' contains details about a person's likes, dislikes, routines and history. This resource helps those who are working with the person to learn more about how to create a consistent environment for the person, and what is important to them. With this knowledge, a support person can also identify when changes need to occur.

- [Find out more about a 'book about me' here](#)
- [Find resources to create a 'book about me' using the 'Connecting Me' toolkit here](#)
- [Apply to have a customised 'book about me' created through the Non-Electronic Communication Aids Service \(NECAS\) here](#)



## Speech pathology referral

The above resources are focussed on the communication that the person is showing at this time. Remember, every person is different - some of our suggestions are better suited to some people than others.

You can refer to a speech pathologist for more specific recommendations about how you can support the person to continue to develop their skills, and how to plan the best way for the person to learn vocabulary in a safe environment.



## **Proactive Strategies**

You are working with a **context-dependent communicator**. This person uses images to communicate, and has their own communication aid that is used for the person to express themselves.

### **RECOMMENDATIONS**

#### **A) Support the person to use their communication aid**

The most basic, yet highly effective strategy that you can use for a person who uses a communication aid is support the person to have access to the aid at all times. Every person has a right to communicate and should be able to express themselves at all times.

#### **B) Ask the person if they would like vocabulary in their communication aid that they can use to talk about abuse and neglect**

Think about how vocabulary can be added to a person's aid to help them to speak up about issues that are important to them.

Talk to the person about other images that they could have in their device.

If you are not confident about updating a person's communication aid, refer to a speech therapist to support you with this

Think about the following:

- Does the person have access to vocabulary that allows them to identify all of their body parts, including their private parts?
- Does the person have access to vocabulary that allows them to talk about negative feelings as well as positive feelings?
- Does the person have access to vocabulary that helps them to describe all the people they are working with?

If you would like some help thinking about what vocabulary might be helpful for a person to have in their device, [here is a link to the vocabulary list for the Speak Up and be Safe multilevel communication book.](#)



### **Resources designed for children**

'[How it is](#)' by the Triangle foundation (UK) is a resource that contains picture vocabulary depicting children.

## ***C) Ensure that the person has a way to access vocabulary that they can use to talk about abuse and neglect***

Some people do not want extra vocabulary in their existing communication aids.

This does not mean that the person should not have access to the vocabulary. It is important to let the person know that they can have access to the vocabulary that they need when they would like it.



For example, you could print out some communication resources that the person can access upon request. Make sure there is a place in their existing communication boards that the person can use to request to use these separate resources.

## ***D) Support the person to learn about speaking up***



### **Resources designed for adults:**

Advocacy groups can support a person to learn about speaking up. Examples of such groups include:

-  [Victorian Advocacy League for Individuals with disability \(VALID\)](#) (Contact VALID to discuss workshop options)
-  [The Self Advocacy Resource Unit \(SARU\)](#) (Contact SARU to discuss options)



### **Resources designed for children:**

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)


## **E) Support the person to learn about abuse, neglect and body autonomy**

Family planning in your state can provide resources about sexuality, relationships and body autonomy:

- [Family Planning Victoria](#)
- [Family Planning NSW](#)
- [Sexual Health and Family Planning ACT](#)
- [True Queensland](#)
- [Family Planning Tasmania](#)
- [SHINE SA](#)



### **Resources designed for adults:**

-  [Victorian Advocacy League for Individuals with disability \(VALID\)](#)  
(Contact VALID to discuss workshop options)
- [Valid videos: abuse and neglect](#)
- [SECCA app](#)
- [Identifying economic abuse for women with disability in Victoria: A toolkit for service providers and victim/survivors](#)



### **Resources designed for children and adolescents**

- [Body Safety Australia](#)  
(Contact Body Safety Australia to talk about training options)
- [Feel Safe app](#)
- [SoSafe program](#)
- [SECCA app](#)

## **F) Support the person to learn picture-based vocabulary to talk about abuse and neglect**

It is important that a person learns to recognise the vocabulary that they need to talk about abuse and neglect *before* they experience a situation where they need to use this vocabulary.

The Speak Up and be Safe from Abuse project has produced fact sheets and examples of how you can add picture communication symbols to story book or poster resources to assist a person to learn important vocabulary.

[Click here to see these resources.](#)

## **G) Support direct support providers to learn about abuse and neglect**

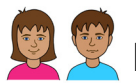
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- [Family Planning Victoria](#)
- [Family Planning NSW](#)
- [Sexual Health and Family Planning ACT](#)
- [True Queensland](#)
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### **Resources designed for those supporting adults:**

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- [NDS Zero Tolerance Resources – Responding to Abuse films](#)
- [Speak Up and be Safe from Abuse online learning resources](#)
- [Identifying economic abuse for women with disability in Victoria: A toolkit for service providers and victim/survivors](#)



### **Resources designed for those supporting children:**

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)
- [PEP Talks website by Association for Children with a Disability](#)

## **H) Support direct support providers to learn about the person**

Ultimately, if those supporting a person are familiar with a person's communication, preferences and routine, they will be more likely identify when changes occur, and when warning signs arise.

### **Personal Communication Dictionary**

A personal communication dictionary can assist all those who support the person to learn about their individual communication. This means that those supporting the person can more easily identify when the person is upset or unsettled, or when they are showing behaviours that they do not usually demonstrate.

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## Book About Me

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## Speech pathology referral

The above resources are focussed on the communication that the person is showing at this time. Remember, every person is different - some of our suggestions are better suited to some people than others.

You can refer to a speech pathologist for more specific recommendations about how you can support the person to continue to develop their skills, and how to plan the best way for the person to learn vocabulary in a safe environment.

## **Proactive Strategies**

You are working with a person who is an **independent communicator** who does not use speech, or whose speech is difficult to understand.

 Does the person have any communication aids that they use to give a message?

**Yes, this person has a communication aid that they regularly use to help them to give a message, such as a communication board, a communication book or an electronic device or app with pictures that they use to communicate.**

**No, this person does not have any communication aids to help them to give a message.**

**NOTE:** *The person might have communication aids to help them to understand a message, such as a visual timetable or a shopping list. This is not the same as having a communication aid that helps a person to express a message.*

## **Proactive Strategies**

You are working with an **independent communicator**. This person requires communication supports, but does not have aids available to them that they can use to communicate.

### **RECOMMENDATIONS**

#### **A) Support the person to access a communication aid**

A communication aid helps a person to more independently communicate their choice, maintain relationships and discuss important topics such as abuse and neglect. The right communication aid and support could make a big difference to how easily a person can get their message across and ultimately, tell others about their experiences.

#### **Consider the following**

- Some people may express themselves verbally, but their speech may be difficult to understand by people who do not know them well. Using a communication board, book or device could support the person to make sure that they can be understood by everyone.
- For some people, communication can be a process that takes up a lot of energy. Having access to a communication aid can enable some people to communicate effectively even if they are tired or unwell.
- Some people are able to express whatever they want to say, but their current communication strategy takes a lot of time. Using an appropriate communication aid can support the person to express their message more quickly.




Speak to a speech therapist about finding the best communication aids for the person.

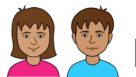
## ***B) Support the person to learn about speaking up***



### **Resources designed for adults:**

Advocacy groups can support a person to learn about speaking up. Examples of such groups include:

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-  [The Self Advocacy Resource Unit \(SARU\)](#) (Contact SARU to discuss options)
-  [Women with Disabilities Victoria Enabling Women Leadership Program](#)



### **Resources designed for children:**

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)


## ***C) Support the person to learn about abuse, neglect and body autonomy***

Family planning in your state can provide resources about sexuality, relationships and body autonomy:

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- [Family Planning NSW](#)
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- [True Queensland](#)
- [Family Planning Tasmania](#)
- [SHINE SA](#)



### **Resources designed for adults:**

- [Sunny app by 1800RESPECT](#)
-  [Victorian Advocacy League for Individuals with disability \(VALID\)](#) (Contact VALID to discuss workshop options)
- [Valid videos: abuse and neglect](#)
- [SECCA app](#)
- [Identifying economic abuse for women with disability in Victoria: A toolkit for service providers and victim/survivors](#)
- [Sexual Lives and Respectful Relationships](#)
- [Women With Disabilities Australia Website](#)





### **Resources designed for children and adolescents:**

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(Contact Body Safety Australia to talk about training options)
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## ***D) Support direct support providers to learn about abuse and neglect***

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- [Sexual Lives and Respectful Relationships](#)



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## ***E) Support direct support providers to learn about the person***

Ultimately, if those supporting a person are familiar with a person's communication, preferences and routine, they will be more likely identify when changes occur, and when warning signs arise.

## Personal Communication Dictionary

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### Speech pathology referral:

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You can refer to a speech pathologist for more specific recommendations about how you can support the person to continue to develop their skills.

## **Proactive Strategies**

You are working with an **independent communicator**. This person requires communication aids, and has access to an appropriate aid that they can use to communicate.

### **A) Ensure that the person has a communication aid available to them at all times**

The most basic, yet highly effective strategy that you can use for a person who uses a communication aid is to support the person to have access to the aid at all times. Every person has a right to communicate and should be able to express themselves at all times.

### **B) Ask the person if they would like vocabulary added to their aid that they can use to talk about abuse and neglect**

Think about how vocabulary can be added to a person's aid to help them to speak up about issues that are important to them, if they choose to use this method of communication.

Sometimes when people talk about abuse and neglect, they prefer to use images or other aided communication to talk about this sensitive topic.

Talk to the person about other images that they could have in their device.

If you are not confident about updating a person's communication aid, refer to a speech therapist to support you with this

Think about the following:

- Does the person have access to vocabulary that allows them to identify all of their body parts, including their private parts?
- Does the person have access to vocabulary that allows them to talk about negative feelings as well as positive feelings?
- Does the person have access to vocabulary that helps them to describe all the people they are working with?

If you would like some help thinking about what vocabulary might be helpful for a person to have in their device, [here is a link to the vocabulary list for the Speak Up and be Safe multilevel communication book.](#)



### **Resources designed for children**

'How it is' by the Triangle foundation (UK) is a resource that contains picture vocabulary depicting children

### ***C) Ensure that the person has access to vocabulary that they can use to talk about abuse and neglect***

Some people do not want extra vocabulary in their existing communication aids.

This does not mean that the person should not have access to the vocabulary. It is important to let the person know that they can have access to the vocabulary that they need when they would like it.




For example, you could print out some communication resources that the person can access upon request. Make sure there is a place in their existing communication boards that the person can use to request to use these separate resources.

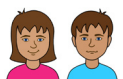
### ***D) Support the person to learn about speaking up***



#### **Resources designed for adults:**

Advocacy groups can support a person to learn about speaking up. Examples of such groups include:

-  Victorian Advocacy League for Individuals with disability (VALID) (Contact VALID to discuss workshop options)
-  The Self Advocacy Resource Unit (SARU) (Contact SARU to discuss options)
-  Women with Disabilities Victoria Enabling Women Leadership Program



#### **Resources designed for children:**

- Body Safety Australia (Contact Body Safety Australia to talk about training options)


## **E) Support the person to learn about abuse, neglect and body autonomy**

Family planning in your state can provide resources about sexuality, relationships and body autonomy:

- [Family Planning Victoria](#)
- [Family Planning NSW](#)
- [Sexual Health and Family Planning ACT](#)
- [True Queensland](#)
- [Family Planning Tasmania](#)
- [SHINE SA](#)



### **Resources designed for adults:**

- [Sunny app by 1800RESPECT](#)
-  [Victorian Advocacy League for Individuals with disability \(VALID\)](#)  
(Contact VALID to discuss workshop options)
- [Valid videos: abuse and neglect](#)
- [SECCA app](#)
- [Identifying economic abuse for women with disability in Victoria: A toolkit for service providers and victim/survivors](#)
- [Sexual Lives and Respectful Relationships](#)
- [Women With Disabilities Australia Website](#)



### **Resources designed for children and adolescents:**

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)
- [Feel Safe app](#)
- [SoSafe program](#)
- [SECCA app](#)


## **F) Support direct support providers to learn about abuse and neglect**

Family planning in your state can provide resources about sexuality, relationships and body autonomy:

- [Family Planning Victoria](#)
- [Family Planning NSW](#)
- [Sexual Health and Family Planning ACT](#)
- [True Queensland](#)
- [Family Planning Tasmania](#)
- [SHINE SA](#)



### **Resources designed for those supporting adults:**

- [NDS Zero Tolerance Resources – Understanding Abuse](#)
- [NDS Zero Tolerance Resources – Responding to Abuse films](#)
- [Sunny app by 1800RESPECT](#)
-  [Victorian Advocacy League for Individuals with disability \(VALID\)](#)  
(Contact VALID to discuss workshop options)
- [Valid videos: abuse and neglect](#)
- [SECCA app](#)
- [Identifying economic abuse for women with disability in Victoria: A toolkit for service providers and victim/survivors](#)
- [Sexual Lives and Respectful Relationships](#)



### **Designed for those supporting children:**

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)
- [PEP talks website by Association for Children with a Disability](#)
- [VALID steps to Speaking up](#)

## ***G) Assist support people to learn about the persons individual communication style***

Ultimately, if those supporting a person are familiar with a person's communication, preferences and routine, they will be more likely identify when changes occur, and when warning signs arise.

### **Personal Communication Dictionary**

A personal communication dictionary can assist all those who support the person to learn about their individual communication. This means that those supporting the person can more easily identify when the person is upset or unsettled, or when they are showing behaviours that they do not usually demonstrate.

- [Find out more about a personal communication dictionary here](#)
- [Find resources to create a personal communication dictionary using the 'Connecting Me' toolkit here](#)
- [Apply to have a customised personal communication dictionary created through the Non-Electronic Communication Aids Service \(NECAS\) here](#)

## Book About Me

A 'book about me' contains details about a person's likes, dislikes, routines and history. This resource helps those who are working with the person to learn more about how to create a consistent environment for the person, and what is important to them. With this knowledge, a support person can also identify when changes need to occur.

- [Find out more about a 'book about me' here](#)
- [Find resources to create a 'book about me' using the 'Connecting Me' toolkit here](#)
- [Apply to have a customised 'book about me' created through the Non-Electronic Communication Aids Service \(NECAS\) here](#)



## Speech pathology referral

The above resources are focussed on the communication that the person is showing at this time.

You can refer to a speech pathologist for more specific recommendations about how you can support the person to continue to develop their skills.

## **Proactive Strategies**

You are working with an **independent communicator** who uses speech to communicate, and their speech can be understood by everyone.



### **RECOMMENDATIONS**

#### **A) Support the person to learn about speaking up**



##### **Resources designed for adults:**

Advocacy groups can support a person to learn about speaking up. Examples of such groups include:

-  Victorian Advocacy League for Individuals with disability (VALID)  
(Contact VALID to discuss workshop options)
- the Self Advocacy Resource Unit (SARU) (Contact SARU to discuss options)
-  Women with Disabilities Victoria Enabling Women Leadership Program



##### **Resources designed for children:**

- Body Safety Australia (Contact Body Safety Australia to talk about training options)

#### **B) Support the person to learn about abuse, neglect and body autonomy**


Family planning in your state can provide resources about sexuality, relationships and body autonomy:

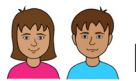
- Family Planning Victoria
- Family Planning NSW
- Sexual Health and Family Planning ACT
- True Queensland
- Family Planning Tasmania
- SHINE SA





### **Resources designed for adults:**

- [Sunny app by 1800RESPECT](#)
-  [Victorian Advocacy League for Individuals with disability \(VALID\)](#)  
(Contact VALID to discuss workshop options)
- [Valid videos: abuse and neglect](#)
- [SECCA app](#)
- [Identifying economic abuse for women with disability in Victoria: A toolkit for service providers and victim/survivors](#)
- [Sexual Lives and Respectful Relationships](#)



### **Resources designed for children and adolescents:**

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)
- [Feel Safe app](#)
- [SoSafe program](#)
- [SECCA app](#)

## ***C) Support direct support providers to learn about abuse and neglect***

In addition to using the person's existing communication aids, you can support this person by expanding the knowledge those who support the person have about abuse and neglect.

Family planning in your state can provide resources about sexuality, relationships and body autonomy:

- [Family Planning Victoria](#)
- [Family Planning NSW](#)
- [Sexual Health and Family Planning ACT](#)
- [True Queensland](#)
- [Family Planning Tasmania](#)
- [SHINE SA](#)



### **Resources designed for those supporting adults:**

- [NDS Zero Tolerance Resources – Understanding Abuse](#)
- [NDS Zero Tolerance Resources – Responding to Abuse films](#)
- [Sunny app by 1800RESPECT](#)
- [Identifying economic abuse for women with disability in Victoria: A toolkit for service providers and victim/survivors](#)
- [Sexual Lives and Respectful Relationships](#)



### **Resources designed for those supporting children:**

- [Body Safety Australia](#) (Contact Body Safety Australia to talk about training options)
- [PEP talks website by Association for Children with a Disability](#)

## ***Addressing Abuse and Neglect***

The communication tools that are best to use with a person will depend on their communication style.



What are the communication characteristics of the person who you are working with?

### **Emerging Communicator**

- This person's communication is primarily a non-verbal response to their environment, for example facial expression, body language and vocalisations.
- This person has not shown a consistent yes/no response.
- This person has not shown reliable symbolic communication (e.g. use of pictures or photos for communication).

### **Context-Dependent Communicator**

- This person may communicate with you by giving you objects, leading you to places or referring to pictures or photos.
- This person's communication is limited to certain situations (e.g. only with certain people, only with certain images/objects).
- This person has trouble communicating some ideas that are not in the here and now.

### **Independent Communicator**

- When provided with their best-suited communication style (verbal, spelling or communication device), this person is able to talk about any topic they want to.
- This person is usually able to spell to create unfamiliar or new words and sentences.

## Addressing Abuse and Neglect

You are working with an **emerging communicator**. This person has not yet shown us a yes/no response, or references to objects, pictures or people for their communication.


### !! Alert: Make sure that you are aware of the following:

- The laws in your state and territory about mandatory reporting of abuse and neglect toward children and adults.
- The policy and procedures of your organisation about reporting abuse and neglect.

You can access an [Easy English resource to help you to explain mandatory reporting](#) to those you are working with on the Speak Up and be Safe from Abuse website.

### If you suspect that a crime has occurred, report the case to the police.

You can access the following services for advice:

-  [Contact The Orange Door for queries about situations that affect children](#)
- [Contact NDIS Quality and Safeguarding Commission for queries about services funded by the NDIS](#)
- [For advice on sexual assault, domestic or family violence and abuse, contact 1800RESPECT](#)

## RECOMMENDATIONS

***You can support the person by observing and documenting the person's non-verbal communication (body language, facial expression, gesture, vocalisations).***

You can compare the information that you have documented to what you know about the person's communication skills when they are calm and happy.

Observe and record any warning signs of possible abuse. Please see the following links for warning signs of abuse and neglect:

- [Child abuse and neglect](#)
- [Initial and early response to abuse or neglect in disability services - Part A, Page 9](#)



### **Speech pathology referral:**

Aside from supporting the person around the current concerns, you can also support the person by providing them with some communication aids.

Refer the person to a speech pathologist for further investigation about their communication skills.

[See proactive strategies for emerging communicators by clicking here](#)

## Addressing Abuse and Neglect

You are working with a **context dependent-communicator**.

The next step in thinking about the best way to support the person to communicate is to determine the tools that they use to communicate.



Which sentence best describes how the person communicates?

*This person can show people what they want by leading them to places, or bringing objects to them. The person has not shown signs that they find meaning in pictures or photos*

*This person recognises themselves and others in photos, or has shown that they recognise that line drawings can represent real objects or activities. The person uses some words but their speech is difficult to understand.*

## **Addressing Abuse and Neglect**

You are working with person who is a **context-dependent** communicator who has shown that they use pictures to express themselves.



Does the person have any communication aids that they use to give a message?

**Yes, this person has a communication aid that they regularly use to help them to give a message, such as a communication board, a communication book or an electronic device or app with pictures that they use to communicate.**

**No, this person does not have any communication aids to help them to give a message.**

**NOTE:** *The person might have communication aids to help them to understand a message such as a visual timetable or a shopping list. This is not the same as having a communication aid that helps a person to express a message.*

## **Addressing Abuse and Neglect**

You are working with person who is an **independent communicator**. This person does not use speech as their primary means of communication.



Does the person have any communication aids that they use to give a message?

**Yes, this person has a communication aid that they regularly use to help them to give a message, such as a communication board, a communication book or an electronic device or app with pictures that they use to communicate**

**No, this person does not have any communication aids to help them to give a message.**

**NOTE:** *The person might have communication aids to help them to understand a message such as a visual timetable or a shopping list. This is not the same as having a communication aid that helps a person to express a message.*



## **Addressing Abuse and Neglect**

You are working with an **independent communicator**. This person does not use speech as their primary means of communication, and does not have a communication aid.


### **!! Alert: Make sure that you are aware of the following:**

- The laws in your state and territory about mandatory reporting of abuse and neglect toward children and adults.
- The policy and procedures of your organisation about reporting abuse and neglect.

You can access an [Easy English resource](#) to help you to explain mandatory reporting to those you are working with on the Speak Up and be Safe from Abuse website.

### **If you suspect that a crime has occurred, report the case to the police.**

You can access the following services for advice:

-  [Contact The Orange Door for queries about situations that affect children](#)
- [Contact NDIS Quality and Safeguarding Commission for queries about services funded by the NDIS](#)
- [For advice on sexual assault, domestic or family violence and abuse, contact 1800RESPECT](#)

## **RECOMMENDATIONS**

### **A) Offer the person appropriate vocabulary needed to express important messages.**



#### **Resources designed for adults:**

- [Speak Up and be Safe from Abuse communication resources](#)
- [Talking Mats](#) (if there is someone available who knows how to use Talking Mats). There is a [‘Keeping Safe’ card set](#) that can be used for scenarios discussing safety.
- [Abuse communication boards by University of Pretoria](#), available in a variety of languages



### **Resources designed for children:**

- 'How it is' by the Triangle foundation (UK) is a resource that contains picture vocabulary depicting children.
- Speak Up and be Safe from Abuse communication resources
- Abuse communication boards by University of Pretoria, available in a variety of languages

## ***B) Up-skill yourself and other supports about considerations for having a conversation about abuse and neglect***

The best way to assist this person is to make sure that all those who are supporting the person are educated on how to have a conversation with the person about sensitive topics. These skills include avoiding leading the person, and responding to their expressions without judgement.

You can do this by directing staff to the Speak Up and be Safe from Abuse online learning.

## ***C) Support the person to understand important concepts***

If the person makes a disclosure about abuse and neglect, you can use Easy English resources to assist them to understand key ideas about abuse and neglect, and to support them to understand what is going to happen next.



### **Resources designed for adults:**

- Making Rights a Reality: Easy Read resources about Sexual Assault and Family Violence. Email SECASA to request resources.
- You Deserve to be Safe: An Easy English booklet about Domestic and Family Violence developed by WWILD (Queensland)
- Reporting a Crime: Easy English resource developed in collaboration with Victoria Police
- Disability Support Toolkit by 1800RESPECT- this includes videos and Easy English resources to support a person to learn about their rights, violence and how to access 1800RESPECT



### **Speech pathology referral:**

Aside from supporting the person around the current concerns, you can also support the person by providing them with some communication aids.

Refer the person to a speech pathologist for further investigation about their communication skills.

## **Addressing Abuse and Neglect**


You are working with a **context-dependent communicator**. This person has not yet reliably shown that they understand that images and photos represent real objects and events. For this reason, picture-based communication is not an appropriate resource to use with the person.

### **!! Alert: Make sure that you are aware of the following:**

- The laws in your state and territory about mandatory reporting of abuse and neglect toward children and adults.
- The policy and procedures of your organisation about reporting abuse and neglect.

**If you suspect that a crime has occurred, report the case to the police.**

You can access the following services for advice:

-  [Contact The Orange Door for queries about situations that affect children](#)
- [Contact NDIS Quality and Safeguarding Commission for queries about services funded by the NDIS](#)
- [For advice on sexual assault, domestic or family violence and abuse, contact 1800RESPECT](#)

## **RECOMMENDATIONS**

### **A) Document individual communication styles**

You can support this person by observing and documenting the person's non-verbal communication (body language, facial expression, gesture, vocalisations). You can compare the information that you have documented to what you know about the person's communication skills when they are calm and happy.

Observe and record any warning signs of possible abuse. Please see the following link's for warning signs of abuse and neglect:

- [Child abuse and neglect](#)
- [Initial and early response to abuse or neglect in disability services - Part A, Page 9](#)

## ***B) Upskill yourself and other supports about considerations for having a conversation about abuse and neglect***

You can do this by directing staff to the [Speak Up and be Safe from Abuse](#) online learning.



### **Speech pathology referral**

Aside from supporting the person around the current concerns, you can also support the person by providing them with some communication aids.

Refer the person to a speech pathologist for further investigation about their communication skills.

## **Addressing Abuse and Neglect**

You are working with a **context-dependent** communicator who currently has a communication aid that they use to express themselves.

Does the person have vocabulary in their communication aid that is sufficient for them to say everything that they need to say?



Consider:

- Is the person able to independently identify all of their body parts?
- Is the person able to talk about their money and finances?
- Is there sufficient vocabulary in the person's aid to talk about both positive and negative emotions and experiences?
- Does the person have enough vocabulary in their aid to identify all of the types of people who support them?

**Yes, the person can talk about all of the above topics using their communication aid.**

**No, the person does not have enough vocabulary in their communication aid.**

## **Addressing Abuse and Neglect**

You are working with an **independent communicator** who has access to a communication aid with vocabulary that they can use to talk about what they need to in a conversation about abuse and neglect.


### **!! Alert: Make sure that you are aware of the following:**

- The laws in your state and territory about mandatory reporting of abuse and neglect toward children and adults.
- The policy and procedures of your organisation about reporting abuse and neglect.

You can access an [Easy English resource to help you to explain mandatory reporting](#) to those you are working with on the [Speak Up and be Safe from Abuse](#) website

### **If you suspect that a crime has occurred, report the case to the police.**

You can access the following services for advice:

-  [Contact The Orange Door for queries about situations that affect children](#)
- [Contact NDIS Quality and Safeguarding Commission for queries about services funded by the NDIS](#)
- [For advice on sexual assault, domestic or family violence and abuse, contact 1800RESPECT](#)

## **RECOMMENDATIONS**

### **A) Up-skill yourself and other supports about considerations for having a conversation about abuse and neglect**

The best way to assist this person is to make sure that all those who are supporting the person are educated on how to have a conversation with the person about sensitive topics. These skills include avoiding leading the person, and responding to their expressions without judgement.

You can do this by directing staff to the [Speak Up and be Safe from Abuse online learning](#).

## ***B) Support the person to understand important concepts***

If the person makes a disclosure about abuse and neglect, you can use Easy English resources to assist them to understand key ideas about abuse and neglect, and to support them to understand what is going to happen next.



### **Resources designed for adults:**

- Making Rights a Reality: Easy Read resources about Sexual Assault and Family Violence. Email SECASA to request resources.
- You Deserve to be Safe: An Easy English booklet about Domestic and Family Violence developed by WWILD (Queensland)
- Reporting a Crime: Easy English resource developed in collaboration with Victoria Police
- Disability Support Toolkit by 1800RESPECT- this includes videos and Easy English resources to support a person to learn about their rights, violence and how to access 1800RESPECT

## **Addressing abuse and neglect**

You are working with a **context-dependent communicator**. They have shown consistent use of symbols to express a message, but they do not have access to communication aids.


### **!! Alert: Make sure that you are aware of the following:**

- The laws in your state and territory about mandatory reporting of abuse and neglect toward children and adults.
- The policy and procedures of your organisation about reporting abuse and neglect.

You can access an [Easy English resource to help you to explain mandatory reporting](#) to those you are working with on the Speak Up and be Safe from Abuse website.

### **If you suspect that a crime has occurred, report the case to the police.**

You can access the following services for advice:

-  [Contact The Orange Door for queries about situations that affect children](#)
- [Contact NDIS Quality and Safeguarding Commission for queries about services funded by the NDIS](#)
- [For advice on sexual assault, domestic or family violence and abuse, contact 1800RESPECT](#)

## **RECOMMENDATIONS**

### **A) You can support the person by observing and documenting the person's non-verbal communication (body language, facial expression, gesture, vocalisations)**

You can compare the information that you have documented and compare this to what you know about the person's communication skills when they are calm and happy.

Observe and record any warning signs of possible abuse. Please see the following links for warning signs of abuse and neglect:

- [Child abuse and neglect](#)
- [Initial and early response to abuse or neglect in disability services - Part A, Page 9](#)



## B) Trial the use of picture-based communication aids



### Resources designed for adults:

- [Speak Up and be Safe from Abuse communication resources](#)
- [Talking Mats](#) (if there is someone available who knows how to use Talking Mats). There is a '[Keeping Safe](#)' card set that can be used for scenarios discussing safety.
- [Abuse communication boards by University of Pretoria, available in a variety of languages](#)



### Resources designed for children:

- '[How it is](#)' by the Triangle foundation (UK) is a resource that contains picture vocabulary depicting children
- [Speak Up and be Safe from Abuse communication resources](#)
- [Abuse communication boards by University of Pretoria, available in a variety of languages](#)

**NOTE:** *Different people who are context-dependent communicators can show very different communication skills (e.g. number of symbols they can use at a time, best format of communication aid). For this reason, it is likely that you will have to adapt the tools to suit the person.*

Find tips about how to modify an aid for different skill levels on the [Speak Up and be Safe from Abuse website](#)

## C) Up-skill yourself and other supports about considerations for having a conversation about abuse and neglect

The best way to assist this person is to make sure that all those who are supporting the person are educated on how to have a conversation with the person about sensitive topics. These skills include avoiding leading the person, and responding to their expressions without judgement.

You can do this by directing staff to the [Speak Up and be Safe from Abuse online learning](#).



### **Speech pathology referral:**

Aside from supporting the person around the current concerns, you can also support the person by providing them with some communication aids.

Refer the person to a speech pathologist for further investigation about their communication skills.

## **Addressing Abuse and Neglect**

You are working with a **context-dependent communicator** who does not have access to vocabulary in their existing communication aids to talk about abuse and neglect.


### **!! Alert: Make sure that you are aware of the following:**

- The laws in your state and territory about mandatory reporting of abuse and neglect toward children and adults.
- The policy and procedures of your organisation about reporting abuse and neglect.

You can access an [Easy English resource to help you to explain mandatory reporting](#) to those you are working with on the Speak Up and be Safe from Abuse website.

### **If you suspect that a crime has occurred, report the case to the police.**

You can access the following services for advice:

-  [Contact The Orange Door for queries about situations that affect children](#)
- [Contact NDIS Quality and Safeguarding Commission for queries about services funded by the NDIS](#)
- [For advice on sexual assault, domestic or family violence and abuse, contact 1800RESPECT](#)

## **RECOMMENDATIONS**

### **A) Support the person to have access to vocabulary that they can use to talk about abuse and neglect**

You can ask the person if they would like the vocabulary added to their aid, or available to them in a separate aid. This is a very personal choice.



### **Resources designed for adults:**

- [Speak Up and be Safe from Abuse communication resources](#)
- [Abuse communication boards by University of Pretoria, available in a variety of languages](#)



## Resources designed for children:

- [Speak Up and be Safe from Abuse communication resources](#)
- 'How it is' by the Triangle foundation (UK) is a resource that contains picture vocabulary depicting children
- [Abuse communication boards by University of Pretoria, available in a variety of languages](#)

**NOTE:** *Different people who are context-dependent communicators can show very different communication skills (e.g. number of symbols they can use at a time, best format of communication aid). For this reason, it is likely that you will have to adapt the tools to suit the person.*

Find tips about how to modify an aid for different skill levels on the [Speak Up and be Safe from Abuse website](#).

## **B) Up-skill yourself and other supports about considerations for having a conversation about abuse and neglect**

The best way to assist this person is to make sure that all those who are supporting the person are educated on how to have a conversation with the person about sensitive topics. These skills include avoiding leading the person, and responding to their expressions without judgement.

You can do this by directing staff to the [Speak Up and be Safe from Abuse online learning](#).

## **C) Support the person to understand important concepts**

If the person makes a disclosure about abuse and neglect, you can use Easy English resources to assist them to understand key ideas about abuse and neglect, and to support them to understand what is going to happen next.



### **Resources designed for adults:**

- Making Rights a Reality: Easy Read resources about Sexual Assault and Family Violence. Email SECASA to request resources.
- You Deserve to be Safe: An Easy English booklet about Domestic and Family Violence developed by WWILD (Queensland)
- Reporting a Crime: Easy English resource developed in collaboration with Victoria Police
- Disability Support Toolkit by 1800RESPECT- this includes videos and Easy English resources to support a person to learn about their rights, violence and how to access 1800RESPECT

## **Addressing Abuse and Neglect**

You are working a person who is a **context-dependent communicator** who has a communication aid with access to appropriate vocabulary that they can use to talk about abuse and neglect.


### **!! Alert: Make sure that you are aware of the following:**

- The laws in your state and territory about mandatory reporting of abuse and neglect toward children and adults.
- The policy and procedures of your organisation about reporting abuse and neglect.

You can access an [Easy English resource to help you to explain mandatory reporting](#) to those you are working with on the [Speak Up and be Safe from Abuse](#) website.

### **If you suspect that a crime has occurred, report the case to the police.**

You can access the following services for advice:

-  [Contact The Orange Door for queries about situations that affect children](#)
- [Contact NDIS Quality and Safeguarding Commission for queries about services funded by the NDIS](#)
- [For advice on sexual assault, domestic or family violence and abuse, contact 1800RESPECT](#)

## **RECOMMENDATIONS**

### **A) Up-skill yourself and other supports about considerations for having a conversation about abuse and neglect**

The best way to assist this person is to make sure that all those who are supporting the person are educated on how to have a conversation with the person about sensitive topics. These skills include avoiding leading the person, and responding to their expressions without judgement.

You can do this by directing staff to the [Speak Up and be Safe from Abuse online learning](#).

## **B) Support the person to understand important concepts**

If the person makes a disclosure about abuse and neglect, you can use Easy English resources to assist them to understand key ideas about abuse and neglect, and to support them to understand what is going to happen next.



### **Resources designed for adults:**

- Making Rights a Reality: Easy Read resources about Sexual Assault and Family Violence. Email SECASA to request resources.
- You Deserve to be Safe: An Easy English booklet about Domestic and Family Violence developed by WWILD (Queensland)
- Reporting a Crime: Easy English resource developed in collaboration with Victoria Police
- Disability Support Toolkit by 1800RESPECT- this includes videos and Easy English resources to support a person to learn about their rights, violence and how to access 1800RESPECT.

## ***Addressing abuse and neglect***

You are working with an **independent communicator** who is able to express a variety of messages to a variety of people.



Does the person use speech as their primary means of communication?

[Yes](#)

[No](#)



## **Addressing abuse and neglect**

You are working with an **independent communicator** who uses speech as their primary means of communication. They are able to express a variety of messages to a variety of people using speech.


### **!! Alert: Make sure that you are aware of the following:**

- The laws in your state and territory about mandatory reporting of abuse and neglect toward children and adults.
- The policy and procedures of your organisation about reporting abuse and neglect.

You can access an [Easy English resource to help you to explain mandatory reporting](#) to those you are working with on the Speak Up and be Safe from Abuse website. Support the person to have access to vocabulary that they can use to talk about abuse and neglect.

### **If you suspect that a crime has occurred, report the case to the police.**

You can access the following services for advice:

-  [Contact The Orange Door for queries about situations that affect children](#)
- [Contact NDIS Quality and Safeguarding Commission for queries about services funded by the NDIS](#)
- [For advice on sexual assault, domestic or family violence and abuse, contact 1800RESPECT](#)

## **RECOMMENDATIONS**

### **A) Offer visuals when discussing abuse and neglect to support thinking and expression**

Just because this person primarily uses speech for communication, this does not mean that visuals would not be useful to them.

This person may find visuals useful when discussing abuse and neglect for the following reasons:

- The person may find visuals useful to help clarify their message if their speech is difficult to understand.
- The person may not be ready to verbally say what they have experienced, however using visuals may be easier for them.



### **Resources designed for adults:**

- [Speak Up and be Safe from Abuse communication resources](#)
- [Talking Mats](#) (if there is someone available who knows how to use Talking Mats ). There is a ['Keeping Safe' card set](#) that can be used for scenarios discussing safety.
- [Abuse communication boards by University of Pretoria, available in a variety of languages](#)



### **Resources designed for children:**

- ['How it is'](#) by the Triangle foundation (UK) is a resource that contains picture vocabulary depicting children
- [Speak Up and be Safe from Abuse communication resources](#)
- [Abuse communication boards by University of Pretoria, available in a variety of languages](#)

## ***B) Up-skill yourself and other supports about considerations for having a conversation about abuse and neglect***

The best way to assist this person is to make sure that all those who are supporting the person are educated on how to have a conversation with the person about sensitive topics. These skills include avoiding leading the person, and responding to their expressions without judgement.

You can do this by directing staff to the [Speak Up and be Safe from Abuse online learning](#).

## ***C) Support the person to understand important concepts***

If the person makes a disclosure about abuse and neglect, you can use Easy English resources to assist them to understand key ideas about abuse and neglect, and to support them to understand what is going to happen next.



### **Resources designed for adults:**

- Making Rights a Reality: Easy Read resources about Sexual Assault and Family Violence. Email SECASA to request resources.
- You Deserve to be Safe: An Easy English booklet about Domestic and Family Violence developed by WWILD (Queensland)
- Reporting a Crime: Easy English resource developed in collaboration with Victoria Police

## **Addressing Abuse and Neglect**

You are working with an **independent communicator**. This person has an appropriate communication aid that they can use to express themselves.


### **!! Alert: Make sure that you are aware of the following:**

- The laws in your state and territory about mandatory reporting of abuse and neglect toward children and adults.
- The policy and procedures of your organisation about reporting abuse and neglect.

You can access an [Easy English resource to help you to explain mandatory reporting](#) to those you are working with on the Speak Up and be Safe from Abuse website. Support the person to have access to vocabulary that they can use to talk about abuse and neglect.

### **If you suspect that a crime has occurred, report the case to the police.**

You can access the following services for advice:

-  [Contact The Orange Door for queries about situations that affect children](#)
- [Contact NDIS Quality and Safeguarding Commission for queries about services funded by the NDIS](#)
- [For advice on sexual assault, domestic or family violence and abuse, contact 1800RESPECT](#)

## **RECOMMENDATIONS**

### **A) Support the person to easily access vocabulary that they can use to talk about abuse and neglect**

You can ask the person if they would like the vocabulary added to their aid, or available to them in a separate aid. This is a very personal choice.



#### **Resources designed for adults:**

- [Speak Up and be Safe from Abuse communication resources](#)
- [Abuse communication boards by University of Pretoria, available in a variety of languages](#)



### **Resources designed for children:**

- Speak Up and be Safe from Abuse communication resources
- 'How it is' by the Triangle foundation (UK) is a resource that contains picture vocabulary depicting children.
- Abuse communication boards by University of Pretoria, available in a variety of languages

## ***B) Up-skill yourself and other supports about considerations for having a conversation about abuse and neglect***

The best way to assist this person is to make sure that all those who are supporting the person are educated about how to have a conversation with the person about sensitive topics. These skills include avoiding leading the person, and responding to their expressions without judgement.

You can do this by directing staff to the Speak Up and be Safe from Abuse online learning.

## ***C) Support the person to understand important concepts***

If the person makes a disclosure about abuse and neglect, you can use Easy English resources to assist them to understand key ideas about abuse and neglect, and to support them to understand what is going to happen next.



### **Resources designed for adults:**

- Making Rights a Reality: Easy Read resources about Sexual Assault and Family Violence. Email SECASA to request resources.
- You Deserve to be Safe: An Easy English booklet about Domestic and Family Violence developed by WWILD (Queensland)
- Reporting a Crime: Easy English resource developed in collaboration with Victoria Police
- Disability Support Toolkit by 1800RESPECT- this includes videos and Easy English resources to support a person to learn about their rights, violence and how to access 1800RESPECT

## Links

Body Safety Australia

<https://www.bodysafetyaustralia.com.au/>

Family planning in your state:

- Family Planning Victoria  
<https://www.fpv.org.au/>
- Family Planning NSW  
<https://www.fpnsw.org.au/>
- Sexual Health and Family Planning ACT  
<https://www.shfpact.org.au/>
- True Queensland  
<https://www.true.org.au/Contact/our-locations>
- Family Planning Tasmania  
<http://www.fpt.asn.au/>
- SHINE SA  
<https://www.shinesa.org.au/>

Feel safe app

<https://apps.apple.com/au/app/feel-safe-personal-safety/id1318607014>

For advice on sexual assault, domestic or family violence and abuse,  
contact 1800RESPECT

<https://www.1800respect.org.au/violence-and-abuse/domestic-and-family-violence/>

Help Guide – Child abuse and neglect

<https://www.helpguide.org/articles/abuse/child-abuse-and-neglect.htm>

'How it is'

<https://triangle.org.uk/files/2016-07/how-it-is-booklet.pdf>

Identifying economic abuse for women with disability in Victoria: A toolkit for  
service providers and victim/survivors

<https://www.monash.edu/arts/gender-and-family-violence/research-projects/completed-projects/identifying-economic-abuse-amongst-women-with-disability-in-victoria/identifying-financial-abuse-amongst-women-with-disability>

Initial and early response to abuse or neglect in disability services - Part A,  
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[https://www.ombo.nsw.gov.au/\\_data/assets/pdf\\_file/0007/39490/Resource-guide-for-disability-services-Initial-and-early-response-to-abuse-or-neglect-in-disability-services.pdf](https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0007/39490/Resource-guide-for-disability-services-Initial-and-early-response-to-abuse-or-neglect-in-disability-services.pdf)

'Keeping Safe' card set that can be used for scenarios discussing safety  
<https://www.talkingmats.com/the-keeping-safe-talking-mat-resource/>

Making Rights a Reality: Easy Read resources about Sexual Assault and Family Violence. Email SECASA to request resources  
[secasa@monashhealth.org](mailto:secasa@monashhealth.org)

NDIS Quality and Safeguarding commission  
<https://www.ndiscommission.gov.au/>

NDS Zero Tolerance Resources – Understanding Abuse  
<https://www.nds.org.au/resources/zero-tolerance>

NDS Zero Tolerance Resources – Responding to Abuse films  
<https://www.nds.org.au/zero-tolerance-framework/responding-to-abuse>

NDS Zero Tolerance Resource Guide – for easy access to all Zero Tolerance Resources  
<https://www.nds.org.au/images/resources/NDS-Zero-Tolerance-iPDF-Guide-2020.pdf>

The Orange Door  
<https://orangedoor.vic.gov.au/>

PEP talks website:  
<https://www.pep-talk.org.au/>

Reporting a Crime: Easy English resource developed in collaboration with Victoria Police, available on the Speak Up and be Safe from Abuse website  
<https://www.victimsofcrime.vic.gov.au/easy-english-resources>

SECCA app  
<https://app.secca.org.au/>

Sexual Lives and Respectful Relationships

<https://www.slrr.com.au/>

SoSafe program

<https://sosafeprogram.com/training.html>

Speak Up and be Safe online learning Modules

<https://www.speakupandbesafe.com.au/training>

Speak Up and be Safe from Abuse communication resources

<https://www.speakupandbesafe.com.au/communication-aids-download>

Speak Up and be Safe from Abuse Easy English resource - mandatory reporting

<https://www.speakupandbesafe.com.au/resources>

Sunny app

<https://www.1800respect.org.au/sunny/>

Talking Mats

<https://talkingmatsaustralia.com.au/pages/about-talking-mats>

The Self Advocacy Resource Unit (SARU)

<http://www.saru.net.au/>

Tips about how to modify an aid for different skill levels on the Speak Up and be Safe from Abuse website

<https://www.speakupandbesafe.com.au/discussion-support-tools>

Victorian Advocacy League for Individuals with disability (VALID)

<https://www.valid.org.au/>

VALID videos

<https://www.youtube.com/playlist?list=PLZjy0YP0D4xwxaQUjrzCj1eFDmZ5Tna8j>

VALID steps to Speaking up

<https://www.valid.org.au/steps-to-speaking-up-child-protection-system-parents-disabilities>



You Deserve to be Safe: An Easy English booklet about Domestic and Family Violence developed by WWILD (Queensland)

[https://wwild.org.au/wp/wp-content/uploads/2016/08/final\\_web\\_tagged-pdf-002.pdf](https://wwild.org.au/wp/wp-content/uploads/2016/08/final_web_tagged-pdf-002.pdf)

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**Speak Up** and Be  
Safe from Abuse



Health  
and Human  
Services

