



Easy Read



Adult Safeguarding Unit

South Australia



Government
of South Australia

OFFICIAL

This document tells you about the Adult Safeguarding Unit.

When you see 'we' or 'us' that means the Adult Safeguarding Unit.

Bold

Hard words are written in **bold**.

We explain what these words mean.



You can get more information about the Adult Safeguarding Unit here

www.dhs.sa.gov.au/adultsafeguarding

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What is the Adult Safeguarding Unit?



The Adult Safeguarding Unit is a South Australian Government service.



We:

- Help people experiencing abuse or mistreatment.
- Give **confidential** information and advice. Confidential means that it stays private.



You can talk to us if you are worried you or someone you know is experiencing abuse.

Our services are free.

Abuse and **mistreatment** can happen to anyone.



Abuse or mistreatment is when someone:

- hurts you.
- frightens you.
- takes things from you.
- ignores your needs or feelings.
- does not give you the care or respect you should get.



We will talk about the different types of abuse and mistreatment on pages 9 and 10.

We help people experiencing abuse or mistreatment.

We work with:



- Older people.
- People with disability.



- People with health problems.
- People who are often alone or do not talk to many people.



- People who rely on others for care.
- People who need extra support for any reason.

Recognising abuse or mistreatment



Abuse or mistreatment can happen to anyone.

It is important to be able to **recognise** it when it happens.

Recognise means knowing what to look for.



Abuse often comes from someone you know and trust. It could be a:

- carer.
- friend or family member.
- health worker.
- care worker.
- housemate.
- visitor.

Abuse or mistreatment can be:

- on purpose.
- by accident.



It can be when someone does not give you the

- food,
- attention,
- care,

you need.



Abuse or mistreatment is never OK.

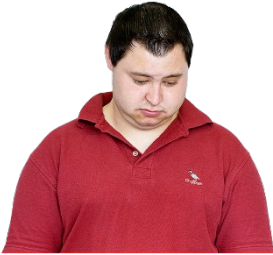


You may not know you are being abused or mistreated.

People may not know they are abusing or mistreating you.

What does abuse or mistreatment look like?

There are different types of abuse and mistreatment.



Emotional abuse.

Emotional abuse is when another person often:

- Scares you.
- Makes fun of you.
- Says bad things to you.

They might call you names.

They might threaten or ignore you.



Physical abuse.

Physical abuse is being harmed or hurt by another person.

For example, being hit or kicked.



Sexual abuse.

Sexual abuse is being forced into sexual activity or being touched without **consent**.

Consent means that you agree to something.



Financial abuse.

Financial abuse is when someone:

- uses or takes your money.
- changes important documents when you do not want them to.

For example, your Will or Power of Attorney.



Neglect.

Neglect is when the person caring for you does not give you the attention or care that you need.

You might be:

- hungry.
- cold.
- dirty.

What does abuse or mistreatment feel like?

Abuse or mistreatment can make you feel lots of different things.



You might feel:

- scared.
- alone.
- sad.



Talking about abuse and mistreatment can be hard.

You are not alone.



You can call us if you need help or advice on what to do.

How we can support you



Safeguarding is doing things to help keep someone safe.

We can:



- Give you confidential information and advice.



- **Investigate** to help you develop a plan to support you and keep you safe.
Investigate means gathering more information.



- Connect people to other supports and services.
For example, aged care or NDIS.



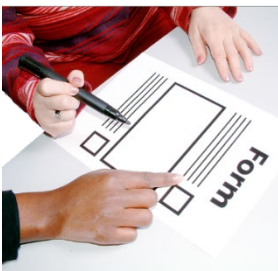
- Help you to make a police report.



- Help you to apply for an **intervention order**.

An intervention order stops someone from going near you or doing certain things.

For example, calling or messaging you.



- Help you to fill out documents to protect your:
 - money.
 - rights.
 - personal decisions.

What we do



This is what we do to help keep people safe.

We work with lots of people in the community.



We work with:

- service providers.
- families.
- neighbours.
- friends.



This helps to make sure you get the help you need to stay safe.

We work with your consent.



Consent means that you agree to something.



We respect your right to make decisions about your life.



This includes the decision to say yes or no to help.



We will only step in without your consent if you:

- are not able to make your own decisions.
- are at risk of serious harm.

What we do not do



This is what we do not do.



We do not copy other services.

If another service can help you, we will support you to access that service.



We are not the police.

We do not punish people who are causing the abuse or mistreatment.

If we think a serious crime has happened, we will call the police, or help you call the police.



We do not investigate complaints about other service providers.

If you tell us about a problem with another service provider, we will help you find the right people to talk to.

You can also talk to the service provider directly.



Here are some contacts you can talk to about problems with other service providers.

- **Aged Care**



Aged Care Quality and Safety Commission

1800 951 822

www.agedcarequality.gov.au

- **NDIS**



NDIS Quality and Safeguards Commission

1800 800 110



www.ndis.gov.au

- **Hospital, health care or community service**

Health and Community Services Complaints

Commissioner

1800 232 007



www.hcscs.sa.gov.au

- **South Australian government department or local council**

Ombudsman SA

8226 8699 or 1800 182 150



www.ombudsman.sa.gov.au

Contacts

Adult Safeguarding Unit



Phone **1800 372 310**



Email adultsafeguardingunit@sa.gov.au



Complete an online report form:

www.dhs.sa.gov.au/adultsafeguarding



In emergencies

If you or someone's life is in danger, call **000**
(Triple Zero).

We are not an emergency service.

If you need to talk to the police, call **131 444**.



Communication support

If you need help contacting us in a language you understand, you can ask these services to call us for you.



Translating and Interpreting Services (TIS National)
131 450.



National Relay Service
www.accesshub.gov.au



Aboriginal Language Interpreting Service
1800 280 203 or www.translate.sa.gov.au/ALIS



Feedback and complaints

If you want to give us feedback, or make a complaint about our service please:



Phone **1800 372 310**



Email ASUcomplaintsandfeedback@sa.gov.au



Send a letter to:

Director, Adult Safeguarding Unit

PO Box 196

Rundle Mall SA 5000



Government of South Australia

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