



Keeping Safe Feeling Safe

Say No to Abuse



Say NO to Abuse

**Easy Read information about Safeguarding
Adults from abuse, neglect and harm**

Information about your rights and stopping abuse

What is in this booklet?



This Easy Read information is about Safeguarding Adults from abuse and neglect.

In this leaflet you can find out about:



1. Who could be at risk of abuse?
2. Your right to be safe
3. What abuse is
4. Who could abuse you?
5. Where abuse could happen
6. Who to tell if someone abuses you
7. What will happen when you tell someone you are being abused
8. Who you can contact for advice and support.



Safeguarding adults from abuse and neglect



Who could be at risk of abuse?

Some people because of their care and support needs may be more at risk of abuse than others.



The law calls adults who are at risk of abuse and neglect **Vulnerable Adults**.

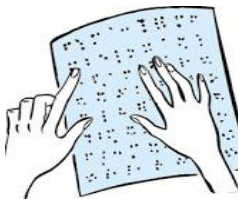


Vulnerable Adults means adults who need the support of services to keep them well and safe.



Some people may be more at risk of abuse than others for different reasons.

It could be because they:



- are not able to stop someone from hurting them
- rely on someone for support
- have a physical disability
- are old or are very sick
- care for other people
- have a learning disability
- have a mental illness
- are blind or visually impaired
- have communication difficulties
- are Deaf or have a hearing impairment.

What does safeguarding adults mean?



Safeguarding means things that need to be done to:



- protect you and your right to be safe and to feel safe
- stop abuse from happening in the first place



- make sure where abuse does happen that people:



- have the support that they need and want
- are treated equally by the law
- have equal access to justice.

Your Rights



What is a Right?

A **Right** is something that everyone has.



Rights are there to keep you safe to make sure you are treated the same as everyone else.



Everyone has the right to be safe.

The **law** is a set of rules everyone has to follow.



The **law** is there to protect you and your rights.

Safety from harm and abuse is one of our basic needs and human rights.



Being or feeling unsafe can stop us from having a full and happy life.

Your Rights



Here are some of your rights:

You have the right to:



- be safe and to feel safe



- be treated well and with respect



- make your own decisions about your life



- be treated equally by the law and to get justice



- tell someone if you have been hurt or if someone makes you feel bad or scared.

What abuse is

Abuse is when someone:



- hurts you
- does or says something to you which makes you feel bad, upset or scared
- tries to take away your **rights**.



You may be afraid to say or do something to try and stop them.



Tell someone. On [page 21](#) there is a list of people who can help you if you are being abused.



Say **NO** to abuse

All abuse is wrong. Tell someone.

What abuse is

There are different types of abuse:



Physical abuse

This means when someone does something to you that hurts your body.



This could be:



- hitting, punching, slapping
- pinching
- kicking
- pushing
- pulling your hair
- shaking you
- teasing you
- someone giving you too much or not enough medicine.

What abuse is



Sexual abuse

Sexual abuse is when someone does sexual things to you that you do **not** want them to.



This could be when someone:

- touches your body or private parts
- kisses you
- makes you have sex (this is called rape)



Yes

Yes

It is your choice to have sex. Both people need to give their consent.

Consent means that you agree.



Sexual abuse is also when someone makes you:

- touch someone's body or private parts when you do **not** want to
- watch or say sexual things when you do **not** want to.



It is wrong for someone:

- to say or do sexual things to you that makes you feel bad, upset or scared
- to offer you money or gifts to do something sexual that you do **not** want to do.



If you have been raped or sexually abused it is **not** your fault.



The person who raped you or sexually abused you might tell you not to tell anyone.



It's okay to tell someone you trust about what happened.



It can make you feel better to talk to someone you trust.



They can help you to find the support you need.



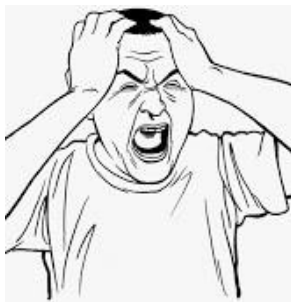
Support can help you deal with how you are feeling.

What abuse is



Emotional, verbal abuse and bullying

This means when someone says or does things to you that can make you feel sad, angry and scared.



This could be when someone:

- calls you names
- threatens to hurt you or your things
- laughs and makes fun of you
- treats you like a child
- ignores you
- does not let you go out or be with other people
- makes you to do something that you do not want to do.



What abuse is



Bullying

This means when someone is nasty to you on purpose. It can make you feel scared and upset.



Anyone can be bullied. People are sometimes bullied because they are different from other people.

This could be when someone:



- calls you names
- hurts you
- ignores you
- tells other people things about you that are not true
- sends you nasty letters or makes a nasty phone call.



What abuse is

Internet and phone bullying



This means when someone bullies you by using their phone, tablet or computer to make you feel bad, upset you or scare you.



This could be when someone:

- sends you nasty text messages, Skype messages or emails
- sends emails that tell lies about you
- posts lies or nasty things on social networking sites
- posts videos or embarrassing pictures of you on **social networking sites**, like Facebook, Snapchat and Twitter.



What abuse is



Financial abuse

This means when someone takes your money or things.

This could be:



- when you do not have a say in how your money or benefit is spent
- making you buy something you do not want to buy
- using your money to pay for their things
- when someone copies your signature
- when someone tells you that you must give them your money, your things or your home.

What abuse is



Neglect

This means not giving you the care and support that you need.

This could be:



- not being taken to the hospital or to see a GP if you are sick
- being left in old or dirty clothes and dirty bed sheets
- not having enough clothes or blankets to keep you warm
- being left alone for a long time
- not having enough to drink and eat
- not being given your medicine when you need it
- not having equipment when you need it.

What abuse is



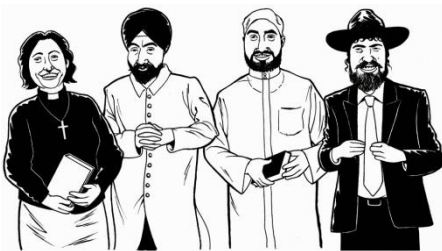
Discrimination

Discrimination is when people treat you badly or unfairly because they think you are different from them.



This could be because:

- of your disability
- of the colour of your skin
- of your religion or faith
- you come from a different country
- you are a man or a woman
- of your age
- you are gay, lesbian, bisexual, transgender or queer.



What abuse is



Organisational Abuse / Poor Care

This means when staff:

- do not do their job well
- do not put your needs before the smooth running of a group, service or organisation.



This could be in a:

- residential service
- care home
- hospital.



Examples of neglect or poor care can result in you getting:

- bedsores
- bruises
- falling.



Who could abuse you?

Anyone can abuse you. They could be:



Most people will
not abuse you

- a member of your family
- your partner or someone you live with
- a member of staff
- a support worker
- someone who uses the same services
- a neighbour
- a friend
- a stranger
- someone else.

Where abuse could happen



Abuse can happen anywhere:

- where you live
- at a day base



- where you go for a short stay
- in a care home
- at work
- in hospital or at a health service
- in the community
- on the street
- on public transport
- somewhere else.

Most places will be safe.

Who can I tell if I have been abused?



If you have been or are being abused or know someone who has been abused you should tell someone.

Tell someone:



- you trust
- as soon as you can.



Someone you trust could be:

- a police officer
- a friend, someone in your family or someone you know well
- your doctor
- an advocate
- a nurse
- a social worker
- your support worker
- someone from your church
- someone else.



If you think someone does not believe you then tell someone else.

All abuse is wrong. Tell Someone



Say NO to abuse

What will happen when you tell someone you are being abused



What happens next?

The person you told should:



- listen to what you have to say
- take what you have to say seriously
- ask you what you would like to happen
- support you to get the help you need and want to keep safe and to feel safe.

It is up to you what you tell someone.



What you say is confidential.

This means that:



- what you say to someone will stay with him or her

- they will only talk to other people about what you tell them:



- ✓ if you ask them to
- ✓ if the law or the court says they have to



- ✓ if you or someone else will be unsafe or in anger.



It is your right to know what is written down about you and who they will talk to about what you say.



If you or someone else is in danger then people will have to tell the police about what you tell them.



A **law** called the **Crimes Act** says that people who care for **Vulnerable Adults** must:

- make sure the person is safe
- do something like telling someone about any serious abuse.



You can help someone that you know is being abused by contacting:



- ✓ **the police**
- ✓ **an abuse helpline** for advice and help



- ✓ **Child Youth and Family** if it is a child or young person that is being abused.



Your local **Citizens Advice Bureau** can help you to find the right service.

Getting support, advice and information



You can find out more about what services can support you on the next page.

Support Services

Services, advice and information if you have been abused

Are you safe right now?



No



Ring the police 111.

Yes



You can contact these places for advice and support:



Keeping Safe Feeling Safe

People First New Zealand Inc

You can contact People First for information and advice.

Phone: 0800 20 60 70

Website: www.peoplefirst.org.nz



It's Not OK Family Violence

Helpline can give you information and put you in touch with services if you are being abused, or who want help to stop being violent. The helpline is open every day of the year from 9am to 11pm.

Phone: 0800 456 450

Website: www.areyouok.org.nz



SHINE National Helpline

If you are a victim of family violence or worried about someone else, you can call Shine's domestic abuse helpline from 9am to 11pm, 7 days a week.

Phone: 0508 744 633

Website: www.2shine.org.nz



Victim Support

You can contact Victim Support for advice and support if you have been abused.

Phone: 0800 842 846

Website:

www.victimsupport.org.nz



Women's Refuge

If you are a victim of family violence or worried about someone else you can call Women's Refuge helpline for information, advice and support about family violence. The helpline is available 24 hours a day, 7 days a week.

Phone: 0800 733 843

Website:

www.womensrefuge.org.nz



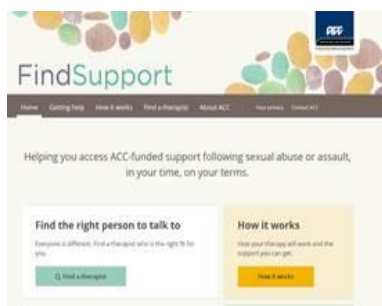
whānau ahuru mōwai

Rape Crisis

You can contact a Rape Crisis if you have been sexually abused. To find a centre near you call the National Call Line.

Phone: 0800 88 33 00

Website: www.rapecrisis.org.nz



ACC Sensitive Claims Unit

You can contact the ACC Sensitive Claims Team for support if you have been sexually abused.

Phone: 0800 735 566

Website:
www.FindSupport.co.nz



SHAKTI

Shakti provides culturally specialist services for women of from Africa, Asian and the Middle East, and their children. They can talk to you about ways to keep safe in other languages if English is not your first language. The crisis line can be reached 24 hours a day, 7 days a week.

Phone: 0800 742 584



Age Concern

Age Concern Elder Abuse and Neglect Prevention Service support older people who are being abused.

Phone: 04 801 9338

Website: www.ageconcern.org.nz



IHC Advocacy

You can contact IHC for information and advice.

Phone: 0800 442 442

Website: www.ihc.org.nz



Health and Disability

Commissioner for health or disability services.

If you would like to make a complaint about a health or disability service, or the person providing that service you can, contact the Health and Disability Commissioner's Office.

Phone: 0800 11 22 33

Website: www.hdc.org.nz



**Nationwide Health and
Disability Advocacy Service**
for health or disability services.

Phone: 0800 55 50 50

Website: www.hdc.org.nz



**Human Rights Commission
(HRC)**

You can contact **HRC** for
information and for help with
complaints about discrimination.

Phone: 0800 496 877

Website: www.hrc.co.nz



This information has been developed
by People First New Zealand Inc.- Ngā Tāngata Tuatahi



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