



Reporting Abuse v 1.0

The Abuse and Neglect Procedures aim to provide EITR with the means to respond quickly and appropriately to allegations of abuse and neglect. Anyone who witnesses or is notified about an incident or allegation of abuse, neglect and exploitation in relation to a person with a disability should take action.

When responding to abuse, take the steps below:

STEP 1: Protect the person

Make the person who has experienced abuse, safe. Provide medical assistance as required and/or remove the source of harm or potential harm from the person. This could include other people, harmful objects etc. Explain to the person what is happening and that it is not their fault.

STEP 2: Preserve and record the evidence

Where relevant and especially for potentially criminal acts, maintain the scene of the incident, take photos and protect any personal articles involved. Write down what you know. Include what you know about the situation, the people and services involved and any witnesses. Consider telling someone you trust. This is how you show what happened.

STEP 3: Report the incident

All criminal acts or deaths must be reported to the Police. All information and reports must be kept confidential to protect people's rights and privacy. Report the incident/complaint immediately.





STEP 4: Support the person who has experienced abuse, as well as the informant or complainant.

Protect them from retribution. Take steps to support the person who has experienced the abuse and the informant. Ensure that they are not subject to retribution and stop any attempts at further abuse or retribution.

Actions may include involving victim support services, counselling for staff, consumers or other informants, temporarily moving persons who have experienced abuse.

