

**Everyone has the right to live life free from harm, including violence, abuse, neglect, and exploitation.**

**Avivo is committed to a culture where our staff and customers feel safe to speak up when they witness or become aware of alleged or suspected abuse of any kind. Everyone has a role to play in noticing and reporting abuse.**



**Abuse** is any form of violence, coercion, exploitation, discrimination, harm or neglect which causes another person psychological or physical pain or suffering.



**Neglect** is the failure to provide the basic needs, necessary care, or supervision to a person, by those responsible for their care.



**Exploitation** is taking advantage of the vulnerability of a person to use them, or their resources, for another's profit or advantage.



An **advocate** is a person who supports you by promoting your rights and interests. An advocate can be a family member, friend, or an independent organisation. With your permission they can act on your behalf, assist you with making decisions, or provide support when you are making your own decisions and expressing your own wishes.

## How can I report abuse, neglect or exploitation?

You can report what has happened to yourself or to someone you care for by

- Speaking to an Avivo employee
- Calling us at 1300 428 486
- Emailing us at [hello@avivo.org.au](mailto:hello@avivo.org.au)
- Writing to us at:  
PO Box 1597, Osborne Park, WA 6916

- If you are not satisfied with how we have responded to your report, or
- If you are not comfortable making a report to Avivo, you can make a report directly to one of the authorities listed below

### **Aged Care Quality & Safety Commission**

1800 951 822

or **Advocare** 1800 655 566

### **NDIS Quality & Safeguards Commission**

1800 035 544

or **People with Disabilities WA (PWDWA)** 1800 193 331

For Mental Health Commission contact

**Health Consumers Council of Western Australia (HCC)** 1800 620 780

or **Health and Disability Services Complaints Office (HaDSCO)**  
1800 999 057

## How we respond

**We take all reports of abuse, neglect, or exploitation seriously and respond in a professional and timely manner**

- We make sure everyone is safe.
- We write an incident report about what you have told us.
- We respect your right to privacy. We will only share what you have reported when we have a duty of care for a person's safety, or when reporting is mandatory.
- We will tell you if we must share what you have told us with others.
- We investigate what you have told us.
- We respect your right to have an advocate of your choice to support you, and we will help you to find an advocate.
- We communicate with you about any actions we take, and if there are any delays to the investigation.
- We advise you of the outcome of the investigation and any further actions that we will take.
- We work with you and your supporters to put strategies in place to prevent future abuse, neglect, or exploitation from happening.
- We follow up with you to make sure the strategies that have been put in place are effective.