



Australian Government

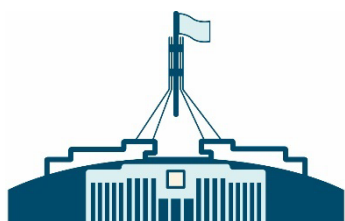
# Do you want emotional support?

For people with disability who have  
experienced violence, abuse, neglect  
or exploitation

Easy Read fact sheet



# How to use this fact sheet



The Australian Government wrote this fact sheet.  
When you see the word 'we', it means the Australian Government.



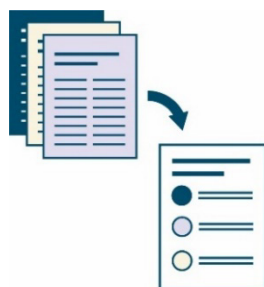
We wrote this fact sheet in an easy to read way.  
We use pictures to explain some ideas.



We wrote some words in **bold**.  
This means the letters are thicker and darker.

**Bold**  
Not Bold

We explain what these bold words mean.  
There is a list of these words on page 11.



This Easy Read fact sheet is a summary of another fact sheet. This means it only includes the most important ideas.



You can find the other fact sheet on our website.  
[www.dss.gov.au/disability-and-carers/disability-counselling-support](http://www.dss.gov.au/disability-and-carers/disability-counselling-support)



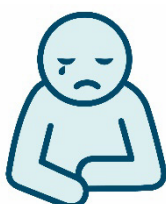
You can ask for help to read this fact sheet.  
A friend, family member or support person may be able to help you.

# Do you want support?

Support is available for people with disability who have experienced:



- **violence** – if someone is hurting you physically



- **abuse** – if someone is treating you badly



- **neglect** – if someone is not helping you the way they are supposed to help you



- **exploitation** – if someone is taking advantage of you.

You should call the police if you:



- feel unsafe
- experience violence or abuse.

Triple Zero – **000**

# What support can people get?



The support you can get is free.



It is also **confidential**.

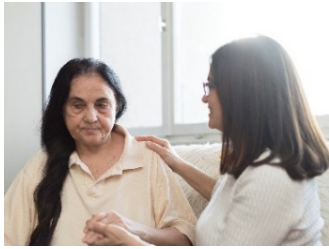
When something is confidential, the person you talk to won't share what you say with anyone else.



The support is also **independent**.

This means disability organisations run it, not the Australian Government.

## Emotional support



You might want support from a **counsellor**.

A counsellor will support you to:



- talk about your feelings and emotions in a safe space



- explain how your experience affected you



- work out a problem or issue.



You can call the National Counselling and Referral Service to get emotional support.



**1800 421 468**

or

**(02) 6146 1468**

They give emotional support to:



- people with disability



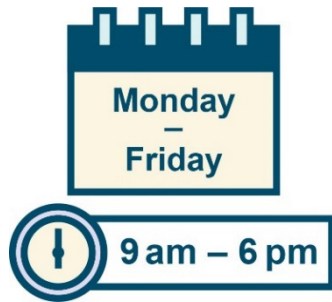
- their families and carers



- support workers.



You can call them:



- 9 am to 6 pm on weekdays



- 9 am to 5 pm on weekends and public holidays.

You can get support:



- in person

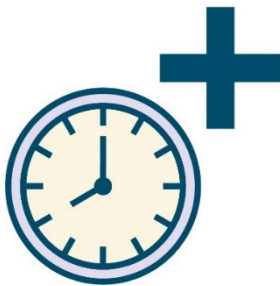


- over the phone.

You can also ask them about:



- First Nations counselling services



- longer counselling sessions if you need them.



If you need support in a language other than English, you can call the Translating and Interpreting Service (TIS National).

**131 450**



You can ask them to connect you to the National Counselling and Referral Service.



It won't cost you any money.





You can also:

- call the National Counselling and Referral Service
- ask them for an **interpreter**.



An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying.

The National Counselling and Referral Service can also help you find:



- someone to support you with legal issues



- someone to support you with financial issues.

## Extra support

We have shared information about support you can get in:



- Easy Read



- Auslan



- languages other than English.



You can find this information on our website.

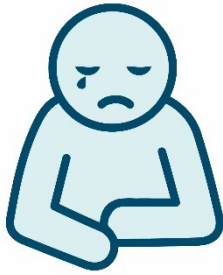
[www.dss.gov.au/disability-royal-commission-support](http://www.dss.gov.au/disability-royal-commission-support)



If it is hard for you to hear or speak, you can call us through the National Relay Service.

**133 677**

# Word list



## **Abuse**

Abuse is when someone treats you badly.

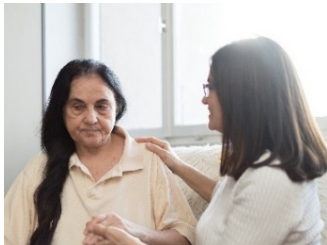


## **Confidential**

When something is confidential, the person you talk to won't share what you say with anyone else.

## **Counsellor**

A counsellor will support you to:



- talk about your feelings and emotions in a safe space
- explain how your experience affected you
- work out a problem or issue.



## **Exploitation**

Exploitation is when someone takes advantage of you.



## **Independent**

When support is independent disability organisations run it, not the Australian Government.

## **Interpreter**



An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying.



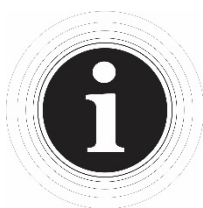
## **Neglect**

Neglect is when someone is not helping you the way they are supposed to help you.



## **Violence**

Violence is when someone hurts you physically.



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