

EASY READ



YOUR RIGHTS

**YOUR RIGHTS ARE SUPPORTED AT
ABILITY CHOICE CARE**



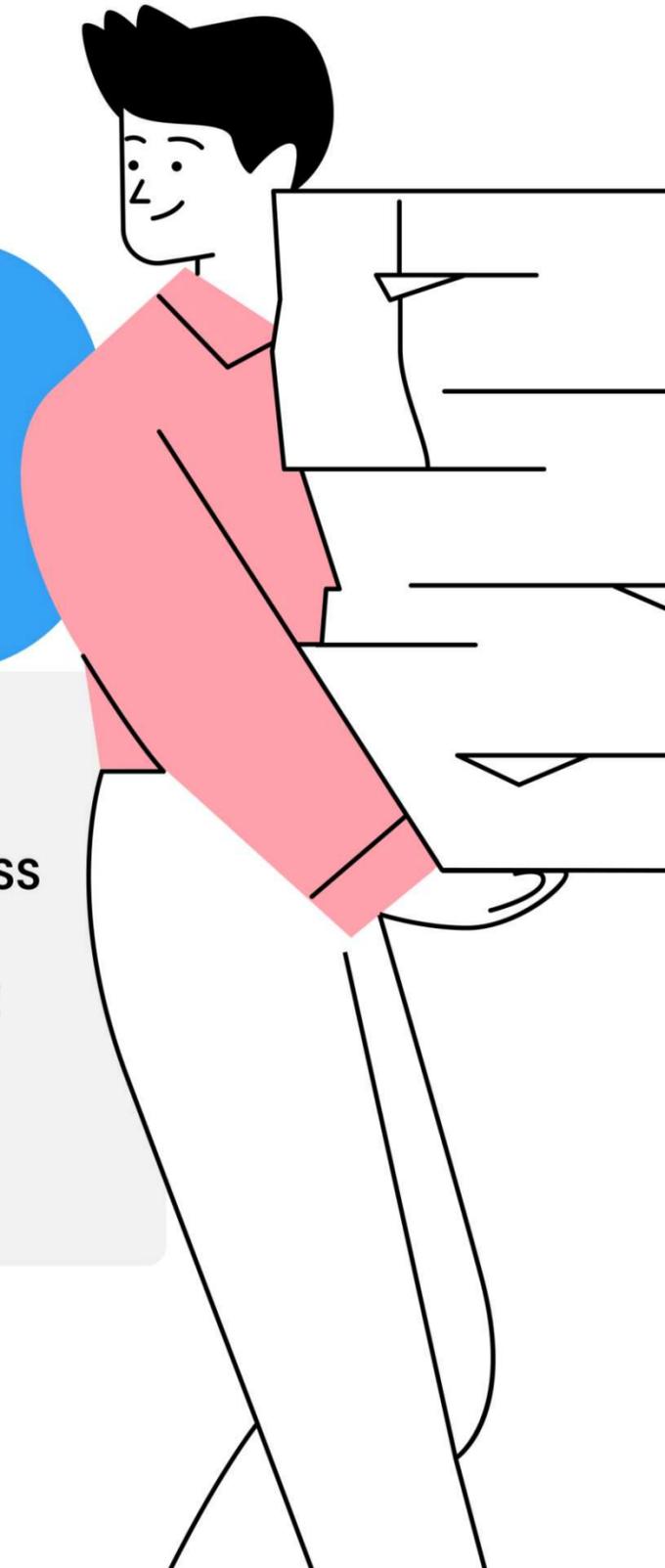


- 1 MAKE CHOICES
- 2 INFORMATION ABOUT YOU
- 3 UNDERSTAND INFORMATION
- 4 ASK QUESTIONS
- 5 HOW TO MAKE A COMPLAINT

WHAT ARE RIGHTS?



- EVERYONE HAS THE RIGHT TO FEEL SAFE.
- EVERYONE HAS THE RIGHT TO EXPRESS THEMSELVES.
- PEOPLE WITH A DISABILITY HAVE THE RIGHT TO BE TREATED THE SAME AS EVERYONE ELSE





MAKE CHOICES

You have the right to make choices about you life;

- **Where to live**
- **The food you eat**
- **The clothes you wear**
- **Where to sleep**
- **Who cares for you**



HELP IS PROVIDED

You have the right to be told about the supports you are receiving:

- **Easy Read Service Agreement**
- **NDIS Code of Conduct**
- **Ability Choice Care Code of Conduct**
- **Access to Interpreting Services (TIS)**
- **Your Chosen Advocate**



UNDERSTANDING INFORMATION

You have the right to understand what people tell you:

- **Easy Read Brochures**
- **Simple Language that you can understand**
- **Interpreting Services (TIS)**
- **Advocate**



ASK QUESTIONS

You have the right to ask questions so that you can make good choices;

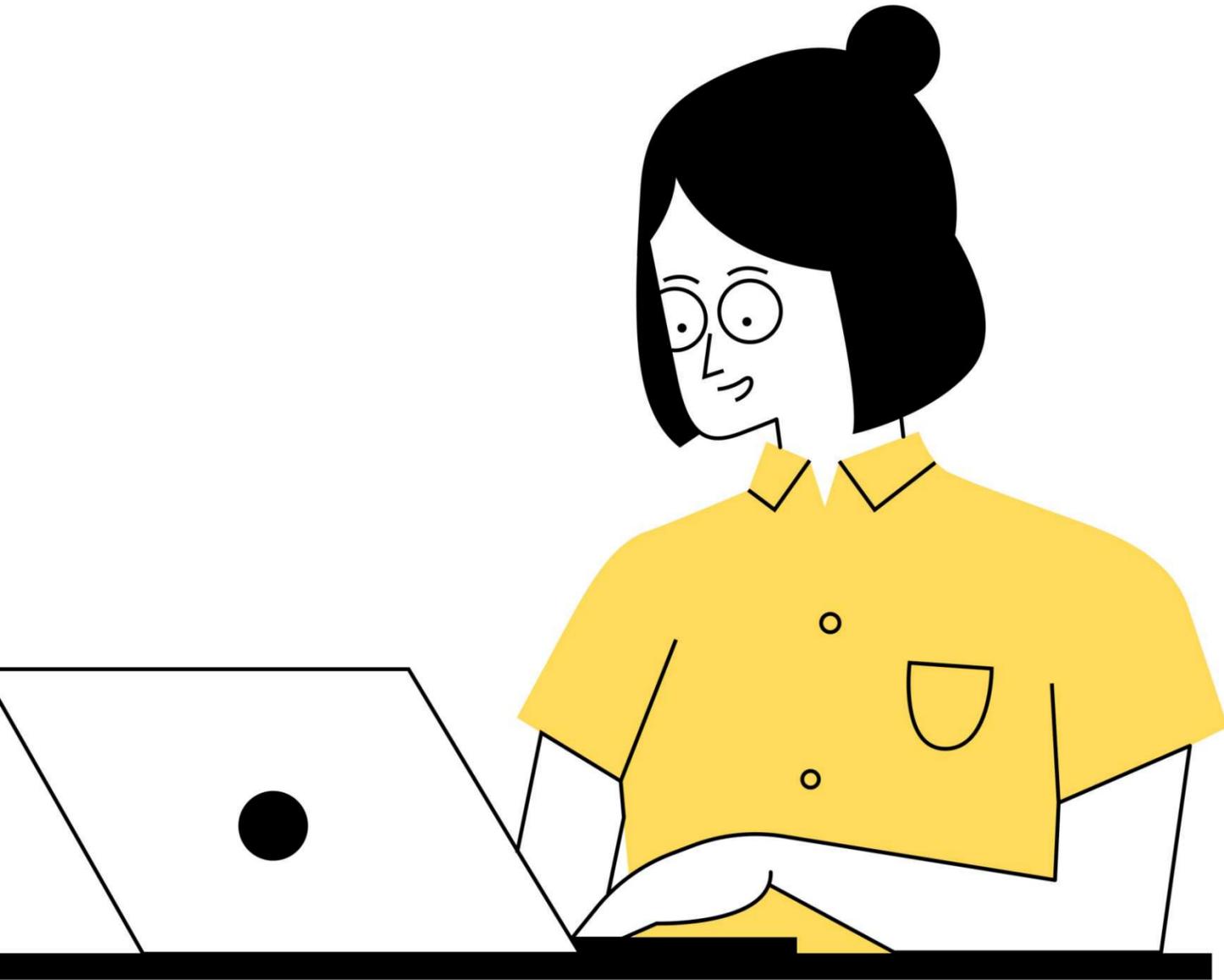
- **About Life**
- **About Disability**
- **About Relationships**
- **About your Safety and Security**



HOW TO MAKE A COMPLAINT

You have the right to know who to tell if you are unhappy;

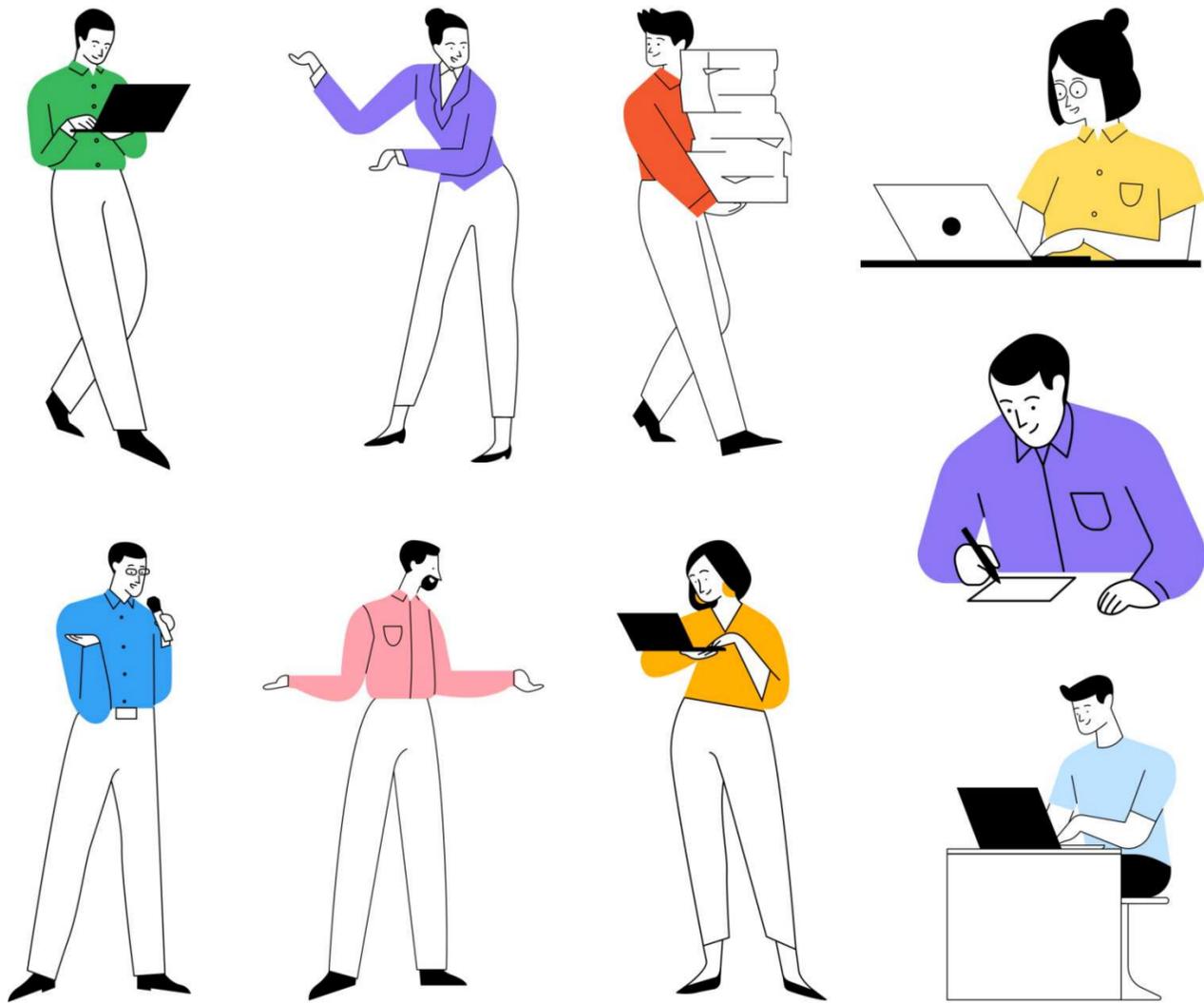
- **How to make a complaint**
- **Who to go to about your concerns**
- **It's okay to speak out**
- **Assistance to lodge a complaint**



CONFIDENTIALITY

When you tell people important things you have the right for

what you say to be kept confidential



You decide what you want to share and who you share it with



You need to give permission before your information is given

Ability Choice Care ask all their staff to sign a Confidentiality Agreement when they commence working with us.



YOU HAVE THE RIGHT TO?

- *Feel safe and be treated fairly.*
- *Ability Choice Care has a responsibility to keep you safe, listen and meet your needs without discrimination.*
- *No one should be physically hurt, harmed or made to feel unhappy by others in anyway*

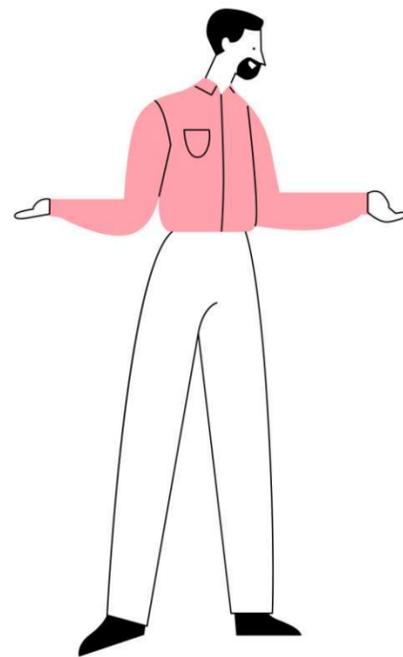


YOU HAVE THE RIGHT TO?

- **Experience a healthy and respectful environment.**
- **Ability Choice Care promotes your choice to participate safely within your chosen community.**
- **Safety and inclusion is very important.**



YOU HAVE THE
RIGHT TO BE
TREATED THE
SAME AS
EVERYONE ELSE
NO MATTER
WHAT



**Who you are
How you look**



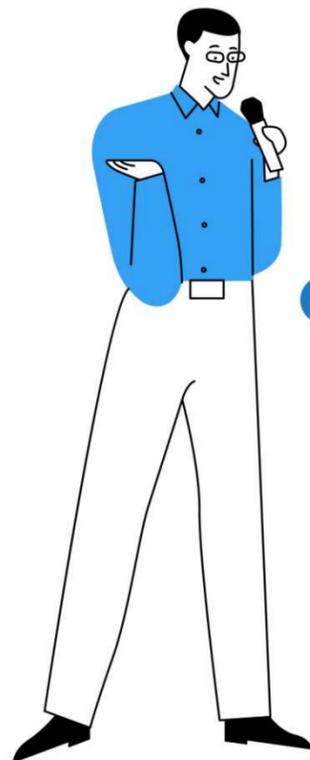
**Where you live
What language you speak**



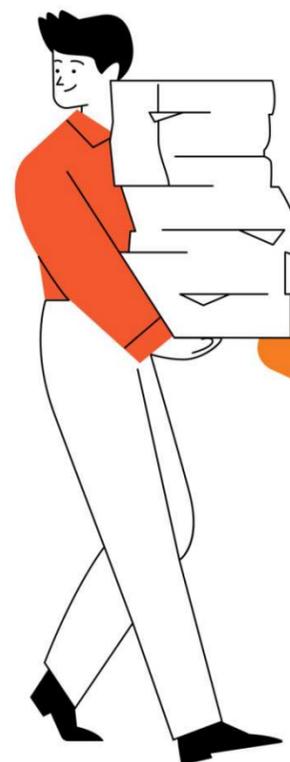
**Your gender identity or
sexual preference and
What type of disability
you live with**



**YOU HAVE THE
RIGHT TO
Understand what
you are being told
and voice your
opinions**

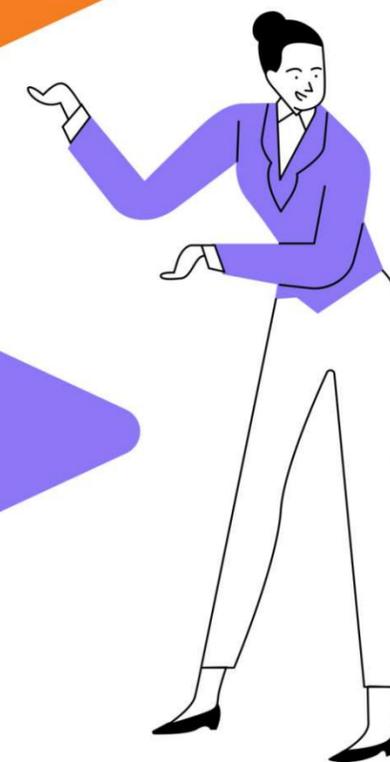


**Feel comfortable in
different places and
spaces**



**Ask for changes to be
made to help you meet
your goals**

**Be told about changes
that can impact on your
rights and decisions**





- 1** Beginning of Services – Ability choice Care will explain your rights and the rules of our service
- 2** If the Rules Changed– Ability Choice Care will run Participant Get Togethers to give you current information on service changes
- 3** Advice – You have the right to ask any Ability Choice Care Manager about any issues that affect you
- 4** Advocacy– You have the right to request support from a family, friend or carer if you wish

Understanding your Rights as a Participant

Ability Choice Care is your chosen service provider. This means that you have a voice in how the service meets your individual needs.



Ability Choice Care respects your feedback to continuously improve our service to you and every Ability Choice Care participant.

Ability Choice Care is a registered under the NDIS Quality Framework.

