



Rights, Responsibilities, Privacy and Feedback

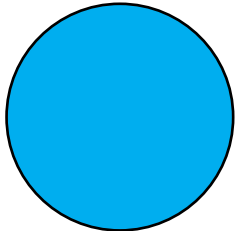
Information for participants

Call: 03 5441 2666

Email: admin@amicus.org.au

EASY READ FACT SHEET

INTRODUCTION



This fact sheet has some hard words.

The first time we write a hard word it is in **blue**.

We write what the hard word means.



This fact sheet is for participants by Amicus.

When you see the word 'we' in this fact sheet it means Amicus.

WHAT IS THIS FACT SHEET ABOUT?

This fact sheet is about 4 important things



Your **rights**

Rights are rules and laws about what **you** can do and have.



Your **Responsibilities**

Responsibilities are actions that agree to do when you working with us.



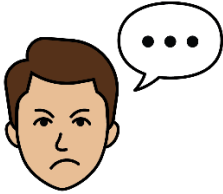
Your **Privacy**

Privacy are rules about sharing or knowing another person's details.

We collect and use your **personal information** so we can provide services to you.

Personal information is about you, it can be:

- Name
- Birthday
- Medical information
- Where you live
- Information about you

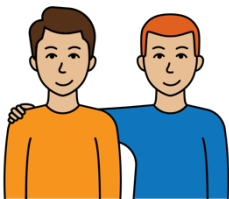


Feedback and complaints

Feedback is telling us what you think. It can be good or bad.

A complaint is telling us that you are not happy

YOUR RIGHTS



We have rules that respect your **Human Rights**.

Human rights are the basic freedoms that every person should have.

This means every person must be treated the same.

- We treat you with dignity
- We give you choice and control
- We make information easy to get and understand
- We make it easy for a support person to help you



We will make sure that you

- Have help to make good choices
- Are listened to
- Are safe



We respect your **cultural** and **religious values**

Your cultural values are your traditions and beliefs

Religious values are what is important to you in faith and worship



We respect your right to **intimacy** and **sexual expression**

- Intimacy is a close relationship that can be friendship, love or sex
- Sexual expression is how you enjoy or want to have sex.



We will make sure you have high quality support

We will help you to

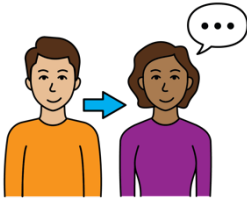
- Have time to think about what support you want
- Know what support you can have
- Get advice about the support you want



We will make sure you can communicate.

We will

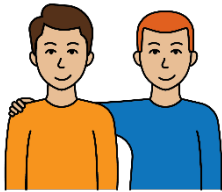
- help to get interpreter if you want one
- listen to what you tell us
- show you we understand



We help you to find a support person or **independent advocate** if you need one.

An independent advocate is a person who is on your side and no one else's.

YOUR RESPONSIBILITIES



When we work together, we ask you to:

- be respectful
- act safely



We want you to tell us the truth about the services you receive



You must respect the rights and privacy of other people including Amicus staff.

YOUR PRIVACY



Your information is private.

We are very careful with the information you give us and make sure it is **confidential**.

Confidential means we don't share it with anyone.



We follow rules about how we get and keep your private information.

These are called the **Australian Privacy Principles**.



We also have to follow guidelines from the

- NDIS Act 2013
- The Disability Act 2006
- Children's Services Act 1996
- Commonwealth Privacy Act 1988



We make sure we meet the

NDIS Quality and Safeguards Commission
Practice Standards.



We only keep information we need to
provide services to you.

We will always ask your **permission** to have
your personal information.

Giving us your permission means telling us
it's ok with you.

You don't have to give your permission.



We will protect your personal information.

We make sure that no one can

- Use it wrongly
- Loose it
- Access it if they are not supposed to
- Change it



Sometimes we have to share your information.

This only happens when

- It is required by law
- Is to stop a serious risk to you or another person



You can change your mind at any time and stop us having your private information.

You can ask to see the information that we have about you.

YOUR FEEDBACK



We want you to tell us what you think of our services.

Feedback helps us to be better and to tell people when they are doing a good job.

You can also make a **complaint** if you are not happy.

You can send us your **feedback** or **complaint** in lots of ways.



You can call us on

03 5441 2666



Send an email to

feedback@amicus.org.au



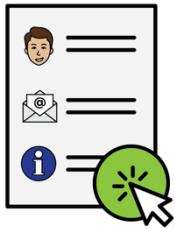
Send a letter

to 18 Myers Street, Bendigo



Visit our office

at 18 Myers Street, Bendigo



We have an **Easy Read** fact sheet about **How to make a complaint** to help you.

It tells you

- How we manage your complaint
- What happens next
- What we will do to help you
- What to do if you are unhappy



Ask us to give you this Fact Sheet.