

FOR PARTICIPANTS AND
FAMILIES
EASY READ

Your Rights and Responsibilities

Easy Read

About this Easy Read guide

This guide explains your rights when you get support from SCL. It also explains what you can do to help SCL provide safe and respectful support.

At a glance

Your voice matters

You have a say in your life and your supports.

Respect and safety

You must be treated with dignity and kept safe from harm.

Choice and control

You can choose providers and ask for changes.

Working together

You and SCL share information and speak respectfully.

Your rights

You have the same legal and human rights as everyone else. Getting disability support does not take away your rights.

1 Dignity and respect

You have the right to be treated as a person. Your identity, relationships, culture, beliefs and choices must be respected.

2 Choice and control

You have the right to make decisions about your supports. You can choose your providers. You must get enough information and time to think about your options.

3 Your voice

You have the right to say what you think and tell people what you want. You can be involved in decisions that affect your life.

4 Safe and skilled support

You have the right to safe and professional support. Your workers must have the right screening, training and skills for their job.

More of your rights

5 Privacy

You have the right to privacy. SCL must protect your personal information and only use or share it in the right way.

6 Information you understand

You have the right to information in a way you understand. You can ask for Easy Read, an interpreter, an advocate, a communication aid or another format.

7 Culture, values and beliefs

You have the right to practise your culture, values and beliefs while you get support. SCL must respond with care and respect.

8 Relationships and intimacy

You have the right to privacy, relationships, intimacy and sexual expression. The rights and safety of other people must also be respected.

Support to use your rights

9 An advocate or trusted person

You can involve an advocate, family member, nominee, representative or another person you trust.

10 Feedback and complaints

You can give feedback, raise a concern or make a complaint. You must not lose services or be treated badly because you spoke up.

11 Freedom from harm

You have the right to be safe from violence, abuse, neglect, exploitation, discrimination, harassment and sexual misconduct.

12 Your records

You can ask to see personal information that SCL holds about you. You can ask SCL to correct information that is wrong or out of date.

13 Planning your support

You can be involved in your assessment, Support Plan, reviews, emergency planning and worker matching.

14 Change or leave services

You can ask to change your supports. You can choose another provider. You can end your services by following your Service Agreement.

What SCL will do

SCL will:

- provide your support with care, skill, honesty and respect
- tell you about changes to your appointments or services
- keep accurate and current records
- involve you when workers are selected and consider your preferences
- make sure workers understand the information they need to support you
- protect your personal information
- respond to concerns about safety or quality
- take steps to prevent and respond to abuse, neglect and other harm
- explain any conflict of interest and tell you about other provider options
- help you access an advocate or make a complaint
- give you copies of signed agreements, plans and assessments when this applies

Choosing another provider

You can choose another provider. SCL must not treat you badly or take away unrelated supports because of your choice.

Your responsibilities

These responsibilities help SCL provide safe support. SCL will work with you if disability or communication needs make any responsibility difficult.

1 Be involved

Take part in support planning, goals and reviews as much as you want and are able to.

2 Give current information

Tell SCL about your needs, preferences, health, medication, risks and important contacts.

3 Tell us about changes

Tell SCL when your NDIS Plan, funding, address, health, representative or other providers change and this may affect your support.

4 Attend or give notice

Be available at the agreed time and place. Tell SCL as early as possible if you need to cancel or change a support.

5 Use funding appropriately

Make sure your funding can cover the supports you ask for. Respond if there is an invoice or funding problem.

6 Treat people respectfully

Treat workers, other participants and other people with dignity and respect.

7 Help keep the place safe

Tell SCL about hazards, pets, visitors or other risks. Follow reasonable safety instructions.

8 Respect worker boundaries

Do not ask workers to do tasks outside the agreed supports, their job, their training or the law.

9 Speak up early

Ask questions and tell SCL when something is not working.

10 Keep contact details current

Tell SCL when your phone number, email, address or preferred communication method changes.

Choices, risk and safety

You have the right to make choices. This includes choices that may involve reasonable risk.

SCL will help you understand:

- what could go well
- what could go wrong
- what the consequences may be
- ways to reduce harm while respecting your goals

When SCL may say no

SCL may not be able to follow a request if it is against the law, outside a worker's job or skills, not covered by funding, or creates a serious risk that cannot be managed safely. SCL will explain the concern and help you consider other options.

You can ask an advocate, representative or health professional to help with a difficult decision.

Speaking up

You can:

- tell your support worker or an SCL manager
- ask for a support review or worker matching review
- use the Feedback and Complaints Form
- ask an advocate or representative to help you
- contact the NDIS Quality and Safeguards Commission

It is safe to speak up

There will be no negative consequence for making a complaint, reporting an incident or asking for your rights to be respected.

Immediate danger

Call 000 if someone is seriously injured, very unwell or in immediate danger.

Contact SCL

Phone	0481 213 622
Email	enquiries@scsupportservices.com.au
Website	www.scsupportservices.com.au
Post	2/19 Gordon Street, Coffs Harbour NSW 2450

Your signed Service Agreement and Support Plan also explain your individual responsibilities and support arrangements.