Participant rights policy

Easy English Version

Prepared by Centro ASSIST

Version 1.0

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About this document

Every person that is receiving help from us has rights.

Your rights help make sure that you receive the best services for you.

This document outlines the basic rights that you have at all times.

This document should be read together with other easy read documents.

Other easy read documents you will be given will give you more information about your rights.

Other easy read documents that are available include:

- Abuse neglect and exploitation
- Advocacy
- COVID-19
- Entry and exit
- Decision making and consent
- Duty of care and dignity of risk
- Participant induction pack
- Privacy and confidentiality
- Feedback and complaints
- Incident management
- Infection control

Your rights

You have the right to access services that:

- respect all your legal and human rights

- promote your freedom of expression.

You have the right to make choices about every aspect of the services you receive.

You have the right to maximise your independence.

You have the right to have your culture, values and beliefs respected.

You have the right to intimacy and to express yourself sexually.

You have the right to feel comfortable when receiving services.

You have the right to have your information kept private.

You have the right to get services that are free from:

- violence

- abuse

- neglect

- exploitation

- discrimination.

You have the right to access an advocate.

You have the right to give us feedback at any time.

If you are not happy with our services, you have the right to make a complaint (for further information and contact details please see the Feedback and complaints easy read)