













Participant Right

 An icon for 'Easy Read' featuring a red checkmark inside a red circle above an open book.	<ul style="list-style-type: none">• This Easy to Read document is a summary of another document
 A cartoon illustration of a woman and a man looking at a blue book together.	<ul style="list-style-type: none">• A friend, family member or support person may be able to help you to read this document.
<h2>What do we do?</h2>	
 A photograph of two hands holding a small globe of the Earth.	<ul style="list-style-type: none">• We respect your culture, diversity, values and beliefs
 A red rectangular stamp with the word 'CONFIDENTIAL' in white capital letters.	<ul style="list-style-type: none">• All of your confidential documents are handled safely in our operations.
 A photograph of a hand holding a black sign with the word 'PRIVACY' written in white capital letters.	<ul style="list-style-type: none">• We respect your privacy.• We will make sure the information is kept private.
 A photograph of several hands holding a large yellow smiley face emoji.	<ul style="list-style-type: none">• We provide services to you that are aligned with your needs and preferences.

	<ul style="list-style-type: none"> • It is your right to choose your own personal, gender, sexual, cultural and religious identity. • It is your right to make your own decisions.
	<ul style="list-style-type: none"> • We provide supports and services in a safe and well-informed manner through our experienced workers.
	<ul style="list-style-type: none"> • We act with integrity, honesty, and transparency.
	<ul style="list-style-type: none"> • It is your right to choose your own advocate.
	<ul style="list-style-type: none"> • We are committed to ensure that you feel safe and treated fairly and our operation is free of abuse, exploitation and neglect.
	<ul style="list-style-type: none"> • We are committed to promote an environment free from bullying, harassment and discrimination for all employees and participant. • We will make sure that all people are treated fairly and are not harassed or bullied.

How do you make a complaint to us?



- You can call us between 9am and 5pm, Monday to Friday.
- You can email us
- Complete Form02.Complaint Report Form



- It is always ok to speak up.
- You can talk to us when something goes wrong with your supports or services.



- You can complain about the services and supports when:
- something has gone wrong
 - something is not working well
 - something has not been done in a right way
 - something makes you unhappy
 - you have been treated badly.
- We will always listen and take action to fix the matter.

How do you report an incident to us?



- You can call us between 9am and 5pm, Monday to Friday.
- You can email us
- Complete Form04.Incident Report form



We:

- listen to you
- Investigate the incident and search for the causes
- Ensure it does not happen again