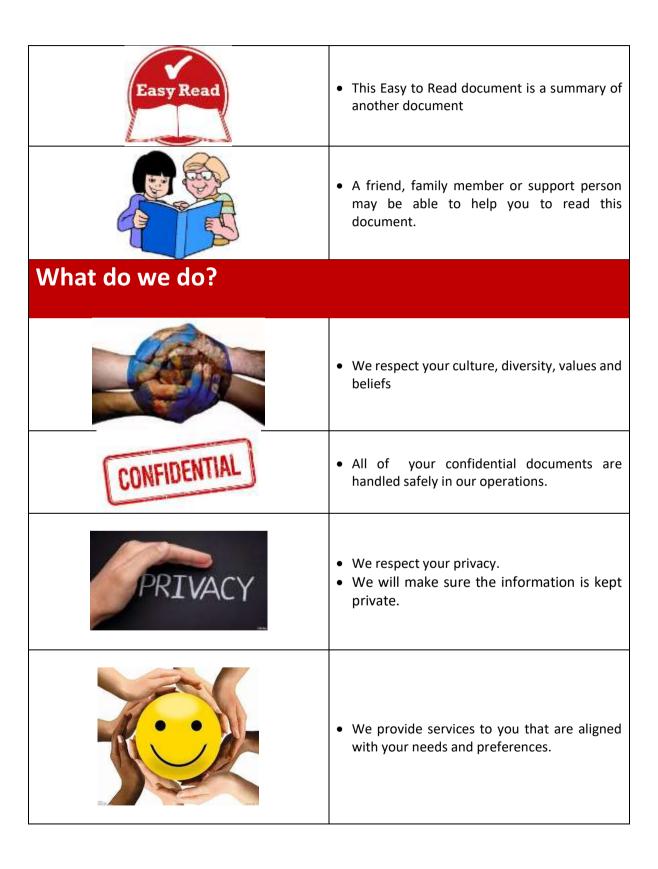
Participant Right



	 It is your right to choose your own personal, gender, sexual, cultural and religious identity. It is your right to make your own decisions.
Sad Barrier	We provide supports and services in a safe and well-informed manner though our experienced workers.
Honesty	We act with integrity, honesty, and transparency.
	It is your right to choose your own advocate.
STOP	We are committed to ensure that you feel safe and treated fairly and our operation is free of abuse, exploitation and neglect.
SEXUAL HARASS MENT	 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:

- o 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