













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

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

## 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
- Visit our website and complete the form <https://app.smartsheet.eu/b/form/f702e79e17494638bbb706b8b04691ff>



We:

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