



Your Rights

Your Service, Your Rights

I have the right to speak up if I am not happy about my service.



- You can tell people if you are not happy with your service.
- Your service should tell you how to speak up.
- Your service should listen to you.

I have the right to choose which service I use.



- You can choose a service that is right for you.
- You can ask for easy to read information to help you choose.
- You can change your mind about which service you use.

Your Service, Your Rights

I have the right to privacy.



- You can choose who you share information with.
- You have a right to keep your personal possessions.
- Workers should knock before they come into private spaces.

I have the right to good quality support.



- Your service provider must give you the best support they can.
- Your service should ask you if you are happy with your service and what can be better.
- Your workers should do a good job and not cut corners.

I have the right to be supported in a way that reflects my culture or religion.



- You can speak in your language and get support in your language.
- You should be supported to stay connected with your community and culture.
- Your workers should know what your culture is and support you to stay connected to people and things that matter to you.

Your Service, Your Rights

I have the right to make choices
about my life.



- You have a right to make decisions about your life.
- You can ask someone you trust to help you make decisions.
- Your service should give you information to help you make decisions.

I have the right to speak to a person I trust.



- You can tell people if you are not happy with your service.
- You can choose to tell someone that you trust. This might be your family, a friend, an advocate, support worker or health worker.
- Your service should respect your choice to talk to other people.

I have the right to choose where
I live.



- You have a right to make decisions about where you live.
- You have a right to make decisions about who you live with.
- If you are not happy about where you live your service should find ways to make things better.

I have the right to be safe when using services.



- You should always feel safe and be safe when using your services.
- Your service should have a plan to make sure you are safe and not at risk of harm.
- Workers should always support you in a way that is safe and works for you.

I have the right to make a complaint.



- You can tell people if you are not happy with your service.
- Your service should have a clear process to help you make a complaint.
- Your service should take your complaint seriously and take any action to make sure you are safe and feel OK.

I have a right to accessible
information.



- Your service should give you information that you can understand.
- They should support you to understand it if you need help.
- This includes information in Easy Read and in your language.

I have the right to have a say in
how my service is run.



- Your service should find ways to make sure people with disability have a voice.
- Your service should find ways to make sure people can have a say about making things better.
- This includes roles on committees and boards and having meetings.

I have the right to be supported in a way that reflects my identity.



- You have a right to be yourself when using services.
- This includes the way you express your gender, culture, sexuality or religion.
- Your workers should respect you for who you are and not try to stop you being yourself.

Your Service, Your Rights

I have a right to be treated with
dignity and respect.



- You should always be treated fairly and with respect.
- Your workers should listen to you and ask your opinion.
- Your workers should respect your choices and decisions.

I have a right to use
communication that works for me.



- You can speak in your language and get support in your language.
- You can use technology and other things to help you communicate.
- Your workers should know how you like to communicate and support your communication.



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