

Your Service, Your Rights

Conversation Cards

How to use these cards



Inclusion Australia



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About your rights and speaking up

- Every person with a disability who uses the NDIS has the right to good quality, safe services.
- It is important for everyone to know their rights when using services. This includes being able to speak up and tell someone if you are not happy.
- People with an intellectual disability have the same right to good services as everyone else.
- These cards will help people with an intellectual disability learn about their rights and talk about what is important to them when using NDIS services.

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About the 'Your Service, Your Rights' project

- Your Service, Your Rights is a national project by Inclusion Australia and our member organisations for people with an intellectual disability and service providers.
- It helps people with disability to understand their rights when using services funded by the NDIS.
- The project was funded by the NDIS Quality and Safeguards Commission. It builds on work started by NSW Council for Intellectual Disability (CID) and South Australian Council on Intellectual Disability (SACID).

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How to use the cards

- We made these cards to help people with disabilities to think and talk about their rights when using disability services.
- There are 4 different types of cards:
 - Scenario cards – read about people in different situations. What would you do?
 - Rights cards – learn about your rights. What do they mean for you?
 - Question cards – think about your service and what is important to you.
 - True or False cards – facts about the NDIS Commission and other services. Are they True or False?
- You can use one card, one type of card, or the whole box.
- Read the cards together and think about what is important for you.

4 Scenario cards

- Each card has a short story about someone using services.
- Read the card and think about the story.
- Either in pairs or as a group, think about these questions:
 - How do you think this person feels?
 - How would you feel if it was you?
 - What would you do in this situation?
 - Who could you talk to, to get help?



5 Rights cards

- Each card is about your rights when using services.
- Think about the right on the card. What does it mean to you?
- Read the examples on the back of the card.
- Does your service support your rights?
Who would you talk to if it doesn't?



6 Question cards

- Each card has a question about you and your service.
- Read the question and think about your own service.
- Think carefully about your services and what matters to you.
- There are no wrong answers. Your answers are about you!



7 True or False cards

- Each card has a fact about the NDIS Commission and other services that can help support your rights.
- Think about the fact. Is it True or is it False?
- Use the card to help you learn more about your rights.
- Use your mobile phone to scan the QR code on each card to link to helpful information.



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