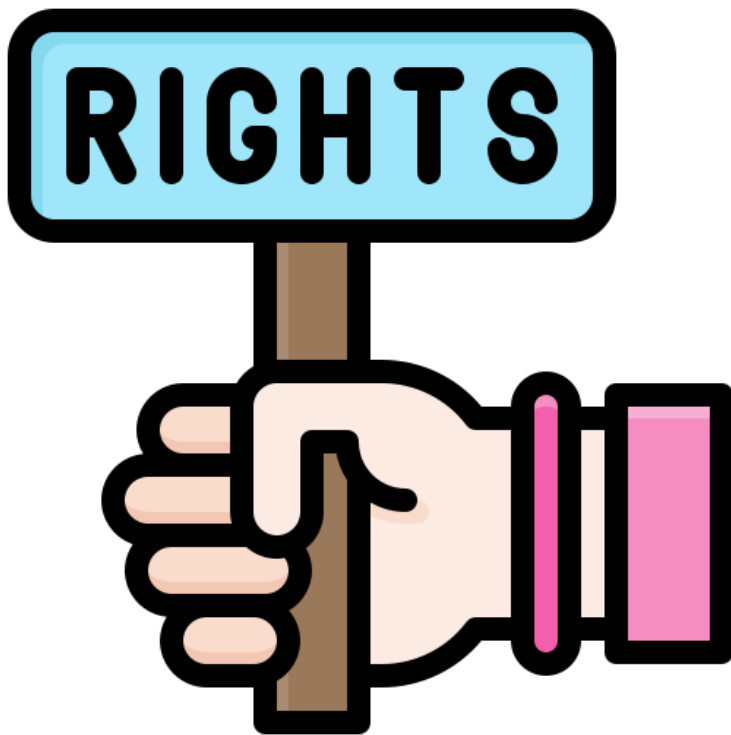


Client Rights

Easy Read Version

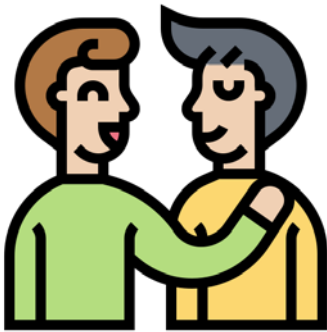


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About this document



This information is written in an easy read way. We use pictures to explain some ideas.



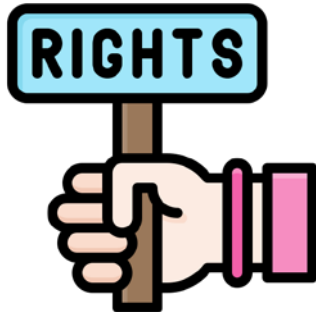
You can ask for help to read this *Client Rights* booklet. A friend, family member or support person may be able to help you.

Bold
Not bold

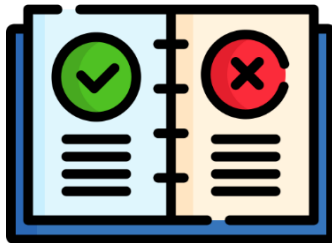
We have written some important words in **bold**, which means the letters are thicker and darker.

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What are rights?



You have **rights** as a person and as a client of St Michael's.



A right is a **rule** about what a person is allowed to do or have.



Rights might be put into **laws**, so you have legal protection.

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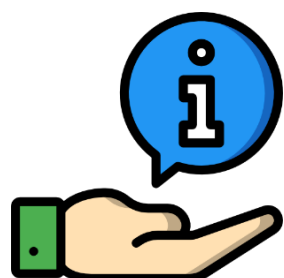
What are my rights?



We promote the **World Health Organization Convention on the Rights of Persons with Disabilities** principles as your right to



- be treated with **respect** and **dignity**



- make **informed choices** and decisions about your life



- **not to be discriminated** against

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- be part of your **community**



- **respect** as a person

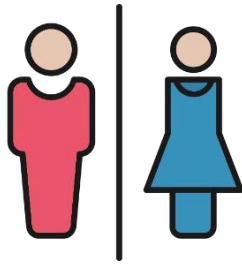


- **access services** that meet your needs, goals and preferences



- give **feedback** and make a **complaint**

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- **equality** between men and women



- **freedom** of expression



- live in a **safe** and **supportive** environment



- be supported to **connect** with others

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What are responsibilities?



To allow us to provide the **best support** there are some things we need you to do. These are your **responsibilities**.

What are my responsibilities?



We asks that clients and their families or guardians

- treat others with **respect**

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- be **open** and **honest** about your needs and preferences



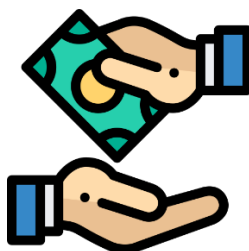
- contribute to a **safe** and **supportive** environment



- understand that St Michael’s can only provide the services that clients have **contracted** to provide



- comply with the **law** and St Michael’s **policies and procedures**

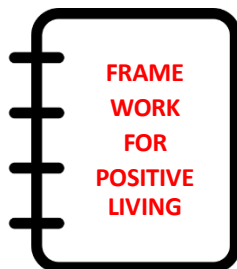


- honour **agreed payments** for services

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How we support client rights

We support your rights in a number of ways



- **framework for positive living** – a document which guides our staff on how to work with clients

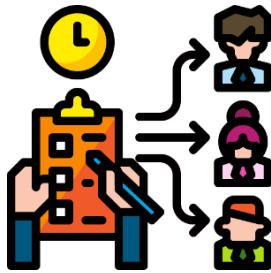


- **policy** – having policies and procedures in place to support your rights



- **information sharing and communication** – we share information with you that you understand

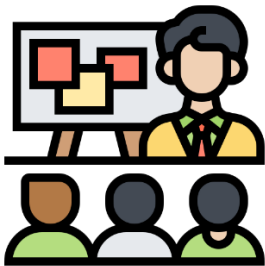
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- **service and support planning** – we will work with you, your family or guardian to make sure you get the right support



- **feedback and complaints** – we will listen to what you have to say about St Michael’s



- **staff training** – we will train our staff to make sure they provide you with choice and control.

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How to make a complaint



If you think there is a **conflict of interest** you can make a complaint.



Talk to **us first** and ask to make a complaint.



If you don't feel comfortable talking to your support provider, you can ask an **advocacy organisation** or **someone you trust** to help you.

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Who can I ask for help?



If you would like help to make a complaint you can call:



NDIS Quality and Safeguards Commission

NDIS Quality and Safeguards Commission

1800 035 544



Advocacy Tasmania

1800 005 131 (Freecall)

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Contact Us

If you have any questions, you can contact StMichael’s by:



- **telephone** – (03) 6331 7651



- **email** – feedback@stmichaels.asn.au



- **letter** – 22 Hoblers Bridge Road
- Newstead, Tasmania 7250



- **online form** – stmichaels.asn.au



- **asking a staff member**

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