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ABN 73 052 972 095

**Participant induction pack**

**Easy English Version**



**Version 2.0**

# Participant induction pack

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|  | **About this document**This document is about how we make sure your rights are met. |
|  | **What are my rights?**If you need help saying what you want, you can get an **advocate**.An advocate is an independent person who will speak for you.If you want an advocate, we can help you find one. |
|  | If you are not happy with our service, you can make a **complaint**.Your complaint will help us improve our services. |

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|  | You can make your own **choices**. We will give you all the information you need to make the right choice. |
|  | You have the **right** to:* have your values and beliefs respected
* make informed choices
* be protected from violence, abuse or discrimination.
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|  | **What are our responsibilities?**We aim to ensure there is no conflict of interest between you and our staff.A **conflict of interest** is when someone does not do their job fairly. They may provide better services to one participant than other participants. |
|  | We have a **duty of care** to protect you from getting hurt as we help you reach your goals. |
|  | We protect your **private** information. |
|  | We create a **service agreement** that explains all the services you will receive. It also helps us understand if our services meet your needs and goals. |