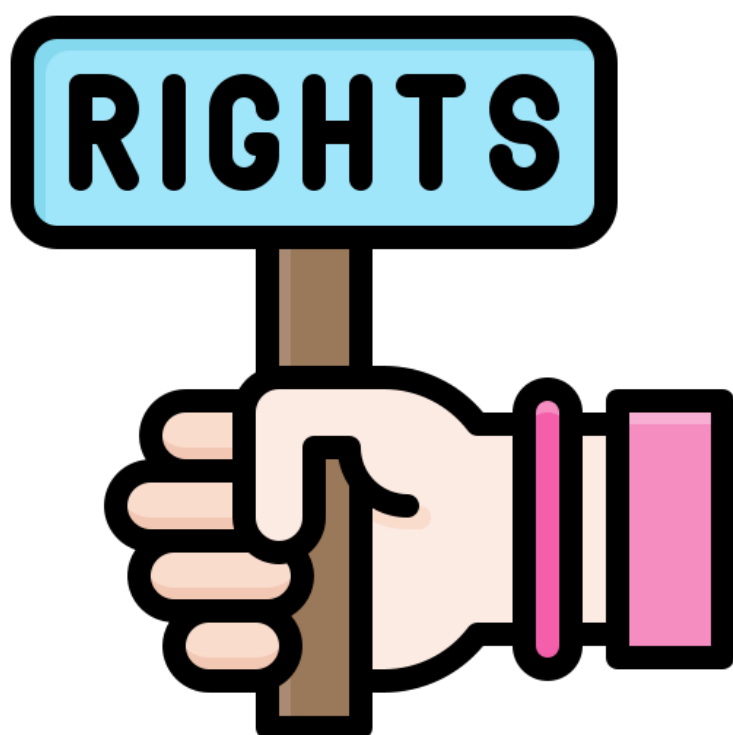




Client Rights Policy

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 Policy* 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.



What are rights?



You have **rights** as a person and as a client of Lighthouse Disability.



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.



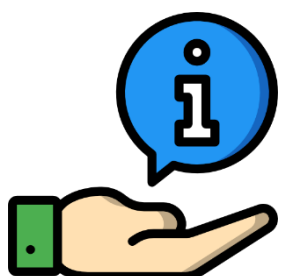
What are my rights?



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



- be part of your **community**



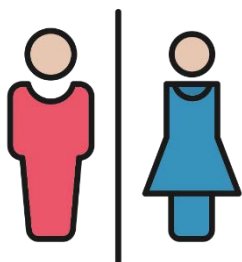
- **respect** as a person



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



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



- **equality** between men and women



- **freedom** of expression



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



- be supported to **connect** with others



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**



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



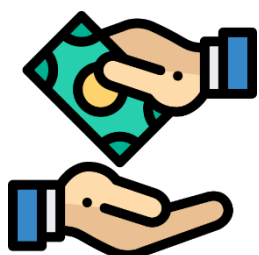
- contribute to a **safe** and **supportive** environment



- understand that Lighthouse Disability can only provide the services that clients have **contracted** to provide



- comply with the **law** and Lighthouse Disability **policies and procedures**



- honour **agreed payments** for services



How we support client rights

We support your rights in a number of ways



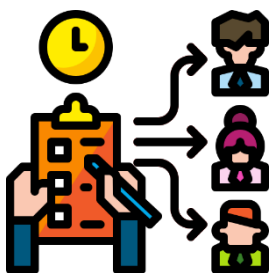
- **framework for positive living** – a document which guides our staff on how to work with clients



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



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



- **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 Lighthouse Disability



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



How to make a complaint



If you are **not happy** you can make a complaint.



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



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



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



Disability Advocacy and Complaints Service of South Australia

08 7122 6030



Office of the Public Advocate

08 8342 8200



Uniting Communities Disability Advocacy Service

08 8202 5960



Contact Us

If you have any questions, you can contact Lighthouse Disability by:



- **telephone** – 08 8256 9800



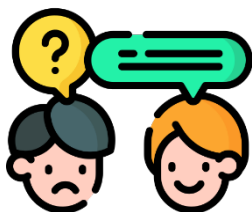
- **email** –
info@lighthousedisability.org.au



- **letter** – Lighthouse Disability PO
Box 722, Salisbury SA 5108



- **online form** –
lighthousedisability.org.au



- **asking a staff member**