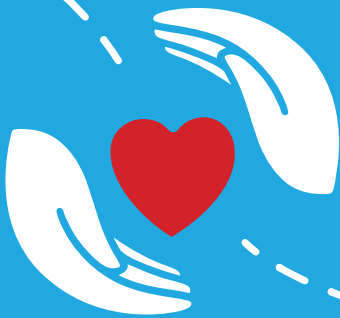


Know your rights

When you get help from services



Easy Read

Know your rights



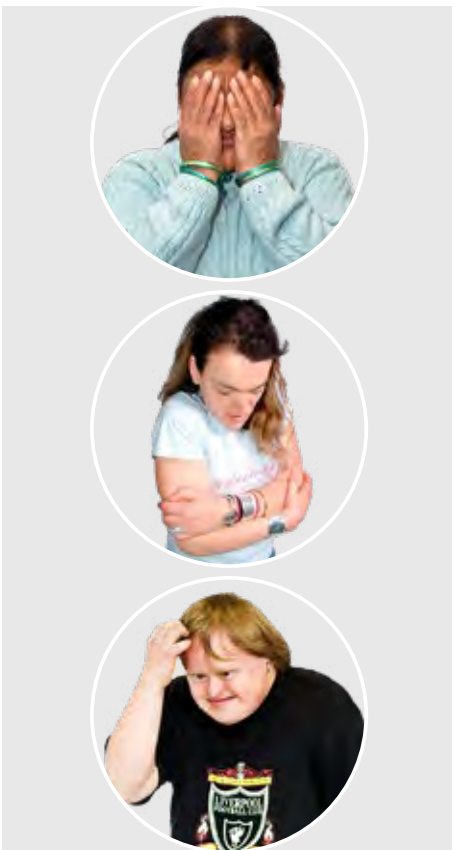
This info sheet is about your rights when you get help from **services**.

Services are places that help you with things.



Services can help keep you safe if you have **trauma**.

Trauma is when you feel bad after something bad happens to you or someone you know.



Trauma might make you feel

- Scared
- Lonely
- Worried.



Some people get treated bad when they ask for help from services.



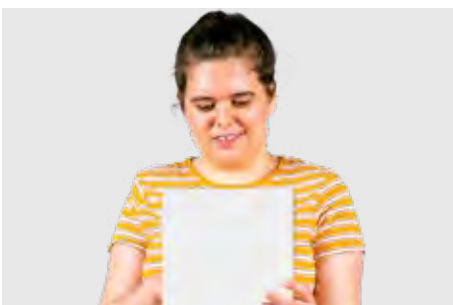
This can give them more trauma.



Services should respect your trauma and do things to help you be safe.



They must do things to stop you getting more trauma.



This info sheet will say

- Your rights when you get help from services
- What services need to do to help you be safe.

The right to choice and control



You have the right to choice and control.



This means you have the right to

- Make choices about the services you get help from

- Ask any questions you want

- Get a copy of your **personal info**

Personal info might be things like where you live or the doctor you see

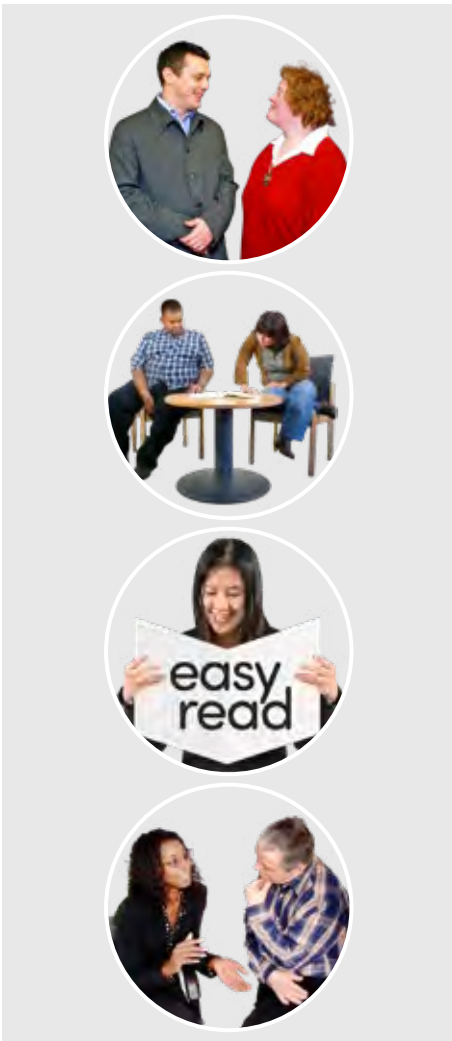
- Get help from a **translator**

A **translator** is someone who speaks the same words as you.

What services need to do



Services need to do things to help you have choice and control.



They should

- Respect your trauma and how you feel
- Support you to make decisions
- Give you good Easy Read info
- Ask what you want before they do things.



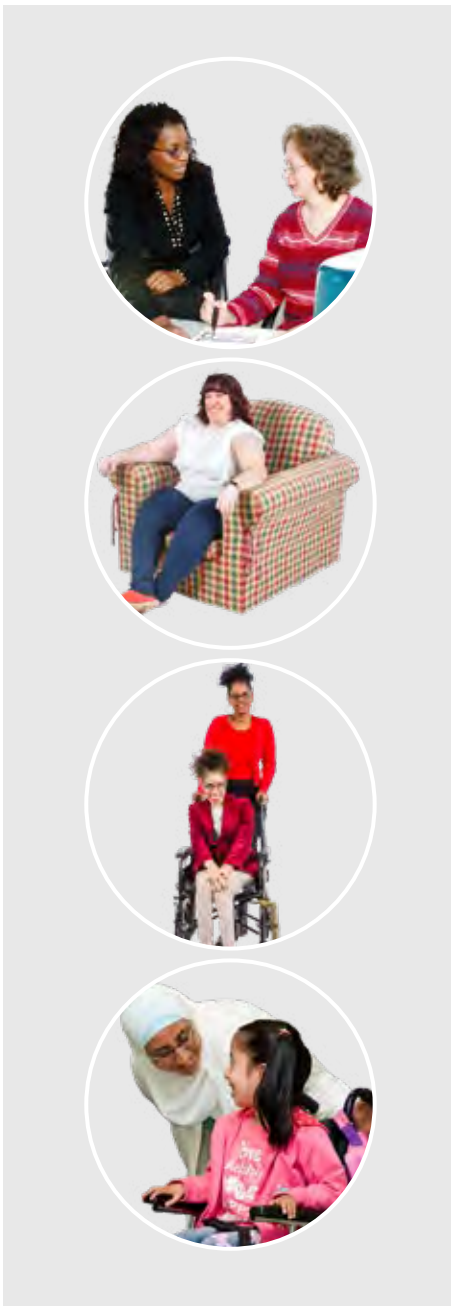
Services must also help you speak to a translator if you need it.

The translator should not be from your family.

The right to be safe



You have the right to be safe.



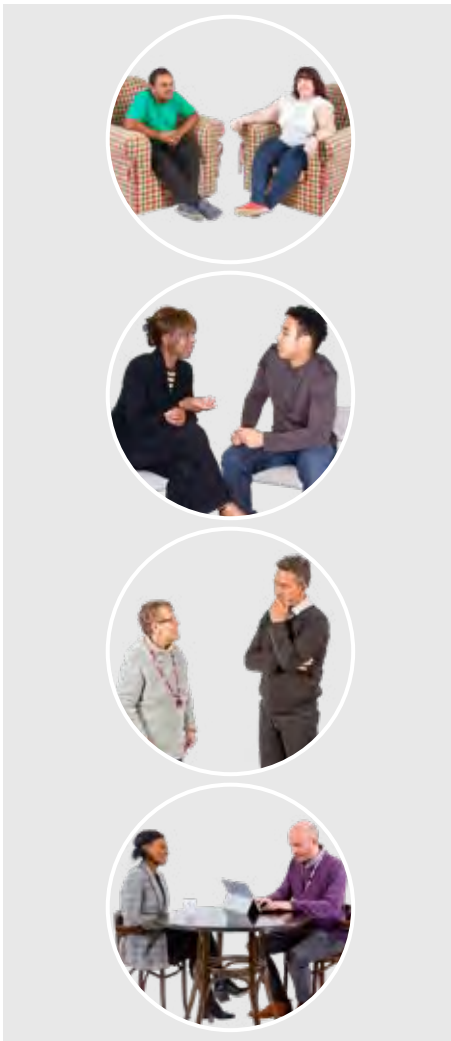
This means you have the right to

- Get help from services that know how to help your trauma
- Take a break if you need it
- Bring someone you trust for support
- Get supports that care about you and where you come from.

What services need to do



Services need to do things to help you be safe.



They should

- Have somewhere you feel safe to talk
- Ask you before they talk about anything that might make you feel bad
- Listen to you and respect what you say
- Help you plan the things you want.



Services should help you find other supports if you need it.

The right to good care



You have the right to good care.



This means you can get care to help you with your different needs.



This might be things like your

- Physical needs
- Mental health needs
- **Spiritual** needs

Spiritual means things you believe in.

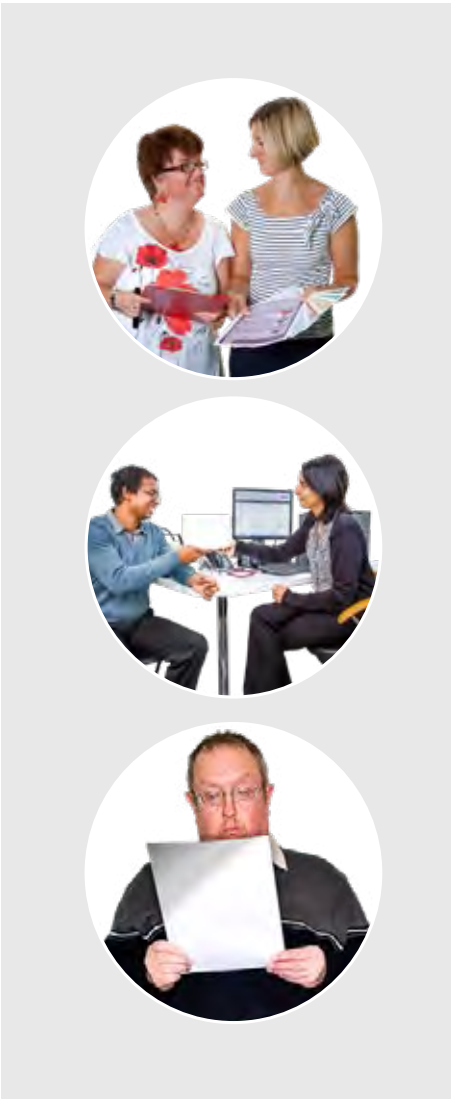


You have the right to get care from people who listen to you.

What services need to do



Services need to do things to help you get good care.



They should

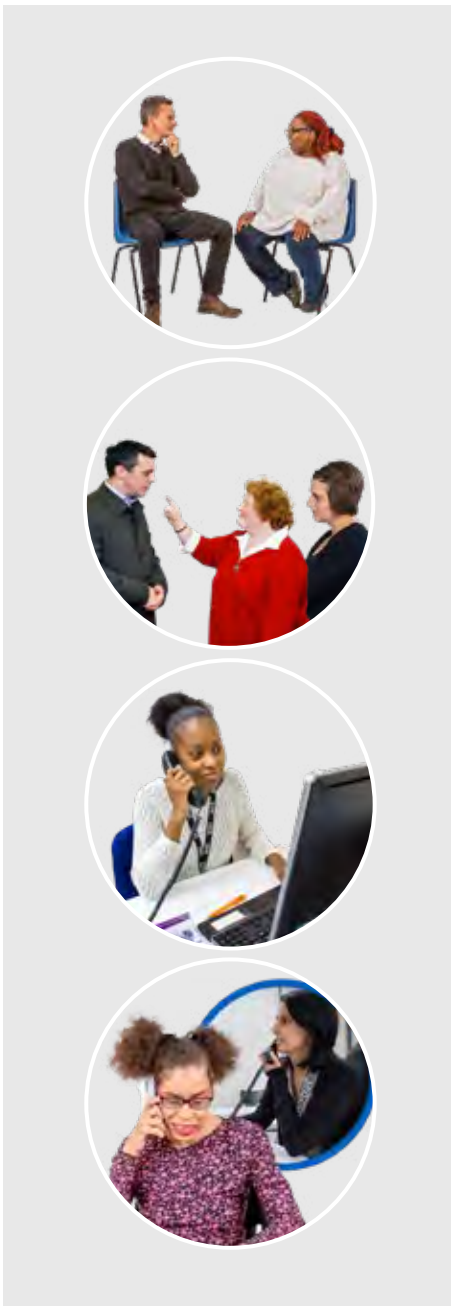
- Help you with your different needs
- Help find the best support for you
- Make things Easy Read.

The right to make complaints



You have the right to make **complaints**.

Complaints is when you speak up if something is wrong.



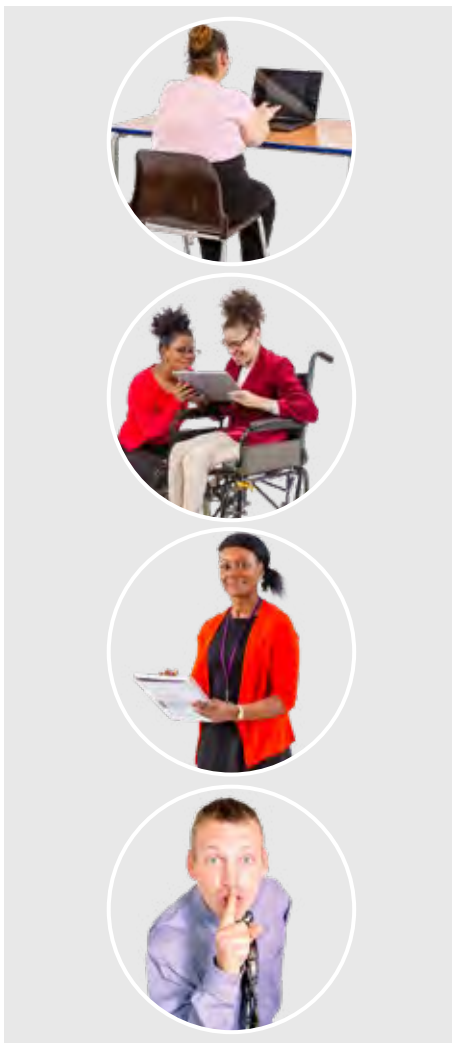
This means you have the right to

- Feel okay to talk to staff when you make a complaint
- Have a support person when you make a complaint
- Be told what happens with your complaint
- Get help if you are not happy with your complaint.

What services need to do



Services need to do things to help you make complaints.



They must

- Make sure complaints info is easy to use
- Make sure you get help to make a complaint if you need it

- Be fair with your complaint

- Keep your info **private**.

Private means no one else can see it.

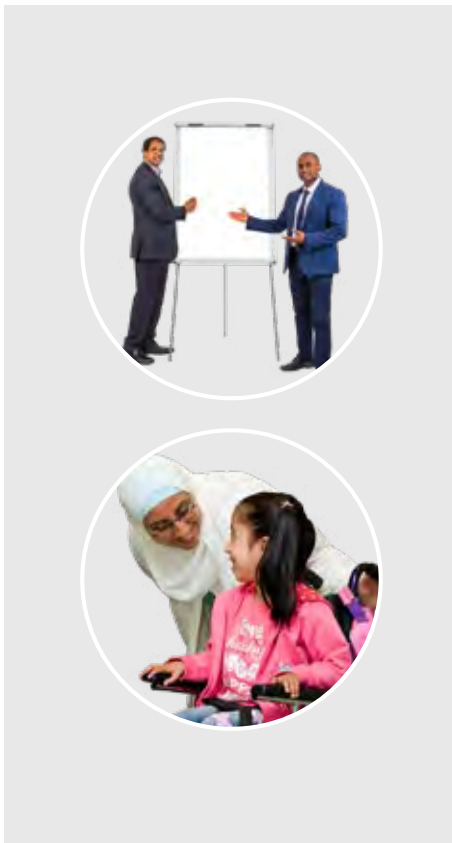


Services must tell you what happens with your complaint.

More things services should do



There are more things services should do to help you.



They should

- Teach staff how to help you be safe

- Respect your **culture**

Culture means how you do things because of the place you are from.

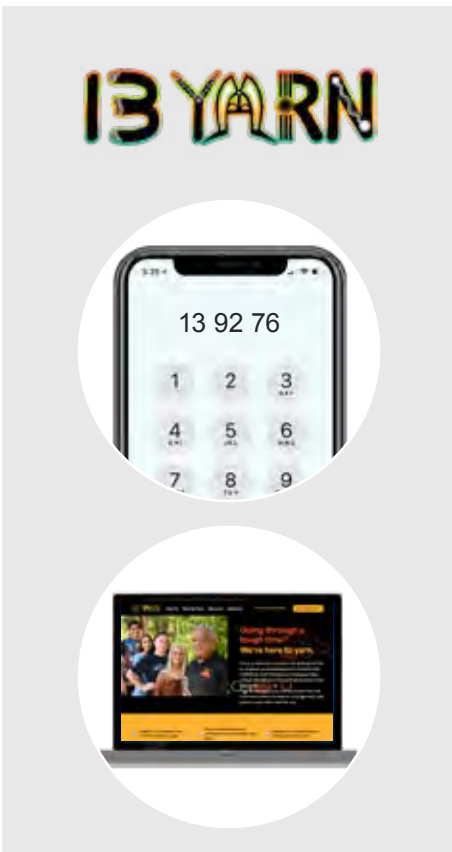
Support services



This is a list of support services that could help you.



The websites in this list are not Easy Read.
You can ask for help to read them.



13YARN

13YARN is a free helpline for First Nations people.

- Call **13 92 76**
- Go to the website
www.13yarn.org.au



Beyond Blue

Beyond Blue is a free helpline for mental health support.

- Call **1300 22 46 36**

- Go to the website
www.beyondblue.org.au



Kids Helpline

Kids Helpline is a free helpline for kids.

- Call **1800 55 1800**

- Go to the website
www.kidshelp.com.au

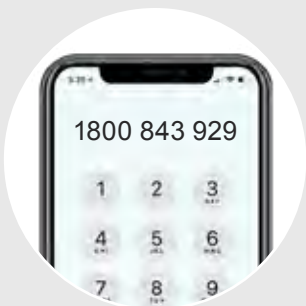


Disability Gateway

Disability Gateway helps people with disability find the support they need.

- Call **1800 643 787**

- Go to the website
www.disabilitygateway.gov.au



Disability Housing Advocacy Service

The Disability Housing Advocacy Service helps people with housing in NSW.

- Call **1800 843 929**

- Go to the website
www.bit.ly/pwd-dhas



Australian Patients Association

The Australian Patients Associations helps patients get their rights.

A **patient** is when you get help from a doctor.

- Call **03 9274 0788**



- Go to the website
www.patients.org.au



Blue Knot National Counselling and Referral Service

The Blue Knot National Counselling and Referral Service helps people with trauma.

- Call **1800 421 468**



- Go to the website
www.blueknot.org.au/national-counselling-referral-service-disability

SYNAPSE



Synapse

Synapse helps people with brain injury.

- Call **1800 673 074**
- Go to the website
www.synapse.org.au/our-services/support-services

Info about trauma



These services have more info about what trauma means.



The Blue Knot Foundation

To read the info you can go to

www.blueknot.org.au/resources/blue-knot-fact-sheets/easy-read



The Healing Foundation

To read the info you can go to

www.healingfoundation.org.au

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at business@cid.org.au.