



Rocky Bay
HEALTH + COMMUNITY

Customer Rights



60 McCabe Street, Mosman Park WA 6012 • PO Box 53, Mosman Park WA 6912

08 6282 1900 • enquiries@rockybay.org.au • ABN: 66 028 387 386 • ACN: 636 892 898

rockybay.org.au

your partner in possibility

What is a policy



A policy is

- a plan for how to do things
- where rules come from.



An Easy English guide is a summary of another policy.

You can find the other policy on our website
www.rockybay.org.au



Some words are written in **pink**.

We will explain what these words mean.



When you see the word

- **we**
- **our**
- **us**

in this book it means **Rocky Bay**.

You can get help with this policy



You can get someone to help you

- read this policy
- know what this policy is about
- find out more information.



Customer rights

Everyone has **legal** and **human rights**.



Legal is something that is allowed by law.

Human rights belong to every person in the world.



You have human rights because you are a person and there are laws to protect your rights.

We make sure you can understand your rights



We make sure you can get information about your rights.



We make sure the information is in a way that is right for you

For example



- we can use interpreters

or



- your aids to help you talk or listen.

We will treat you with **respect**.



Respect means



- we understand your rights
- we know your needs are important



- we treat you in a fair way.

We will support you to use your rights.

For example



- make your own choices



- go out into the community.

You have the right to receive your supports and services free from



- violence
- abuse
- neglect
- exploitation
- discrimination.

Violence means any behaviour that makes you feel



- unsafe
- feel pain
- fear for your life.

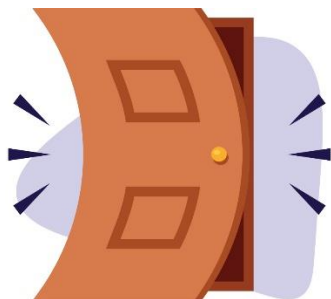


For example

- making threats



- yelling



- slamming doors



Abuse means someone hurts you.
For example

- says mean things



- hurts your body



- takes your money

Neglect means you do not get the care you need to be healthy and safe.

For example



- food



- water



- medicine



- clothes



- the support you need.

Exploitation means the use of something or someone usually for profit.

For example



- not paying you for work you do



- taking your money or things for themselves
- getting you to do things they should do.

Discrimination is when someone treats you badly because you are different.

It could be because of



- your gender



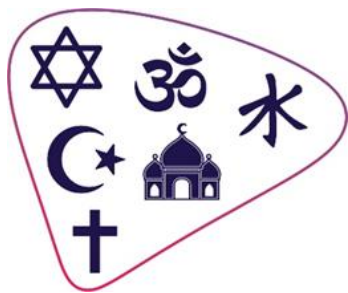
- your sexuality



- your disability



- the government you support



- your religion



- your race or skin colour.

We will be aware of



- how you think
- what you do
- what you need.

We will make sure our service and supports are



- safe



- fair



- the right service and supports for you.



We will always get your **consent**.

Consent means permission to do something.



We will always keep your information

- **private**
- and
- **confidential.**

Private and confidential means we will only tell those that need to know.



You have the right to tell us how you feel about your services and supports.



When you tell us what you think it makes us better at what we do.

We will **not** treat you differently if you tell us



- what you think

or

- how you feel.



You will **not** lose your supports and services.

Sometimes you might not want to tell us what you think about our services.



You can speak to the NDIS Quality and Safeguards Commission.

You can contact them whenever you want to.



NDIS Quality and Safeguards Commission



1800 035 544



Translating and Interpreting Service

131 450



www.ndiscommission.gov.au/about/complaints

You can get help from advocates

An advocate is someone who can help you



- make decisions
- say what you want.

Your support person can help you contact them.



Carer's WA



1300 227 377



www.carerswa.asn.au



People with Disabilities WA (PWdWA)



1800 193 331



www.pwdwa.org



Kin Advocacy

(Formerly Ethnic Disability Advocacy Centre EDAC)



1800 659 921



www.kinadvocacy.org.au



Midlas



(08) **9250 2123**



www.midlas.org.au



SECCA

Sexuality Education Counselling and
Consultancy Agency



(08) **9420 7226**



www.secca.org.au



Ethnic Disability Advocacy Centre (EDAC)



1800 659 921



www.edac.org.au