

# Your Rights Policy



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## Section 1

### About this book

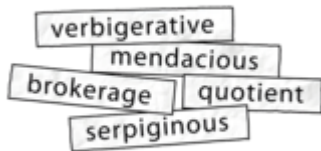
This book is written by Identitywa.

When you see the word **we** it means Identitywa.



This book is written so it is easy to read.

We use pictures to explain some ideas.



The first time we use hard words we write them in **blue**. Then we explain what the word in **blue** means.



You can get someone to help you:

- read this book
- know what this book is about
- get more information

## Section 2

### What are rights



- **Rights** are rules that help people.
- These are rules that make sure we always respect your rights.



**Rights**

### Your rights

You have the right to:

- decide how you live your life.
- take part in your community.
- these are rules that protect your rights.



### Our Duty is to:

- we make sure you can know about your rights.
- use your rights to get good services.
- be a part of your community.

## Section 3

### Respect and Equality



- **Respect** means we understand your rights.
- We know your needs are important.
- We treat you fairly.
- You have the right to get respect.



- **Equality** means you have rights to be treated the same as other people.
- Everyone is treated the same.
- Your needs are just as important as everyone else.



- Everyone has the same rights including:
  - children
  - young people
  - adults

## Section 4

### Abuse



- **Abuse** is when someone treat you badly
- It can be like violence, which is hitting someone.
- It can be emotional, like saying mean things to you.



- **Physical abuse** is when someone hurts others by hitting them.
- It is not okay to hit someone.
- If you see this happening, tell someone you trust.



- **Emotional abuse** is when someone say mean things to make someone feel bad.
- It is important to tell someone you trust if this happens to you.

## Section 4

### Abuse



- **Financial abuse** happens when someone is trying to take your money.
- Someone might also try to make you change your will.
- Tell someone you trust if this happens.



- Sexual abuse happens when someone touches another person in a way that makes them feel uncomfortable.
- Sometimes, people might try to take advantage of others.



- These actions are not okay and can make people feel upset. If this happens to you report it to someone you trust

## Section 5

### Safety and Neglect



- **Safety** means not getting hurt in any way.
- It means being safe from someone hurting you.
- It means being safe from someone hurting your emotions.



- For example, someone talking bad about your culture or your beliefs.
- You always have the right to be safe.



- **Neglect** is when someone does not look after you properly.
- It means you do not get the care you need.
- This means not giving you enough food, clothes, or shelter.



## Section 5

### Safety and Neglect



- It also means not giving you a safe place to live.
- We train our workers to always:
  - respect your rights.
  - tell us if you feel unsafe.
  - we will listen and help you.
  - we want to make sure that you are safe.



- You have the right to partner with our services.
- You can ask questions about our services.
- We want to work with you.
- We will help you make choices.
- You can choose who helps you.

## Section 6

### Privacy



- **Privacy** is about keeping your information safe.
- We follow the law about what we can do with your information.
- Sometimes we need to share your information with others.
- We only share when it is necessary.



- We will always make sure you say yes before sharing your information.
- We will tell your information to other people if you say yes.
- We promise to keep your personal details private as required by the NDIS.

## Section 7

### Making Decisions



- You have the right to make your own decisions.
- You can choose what you want.
- We will help you understand your choices.



- You can tell us what you think.
- You can choose to agree with the decision.
- You can choose not to agree with the decision.



- You can talk to us about your decision.
- You can also write things down.
- Some people use special equipment to help them talk.

## Section 7

### Making Decisions



- Sometimes you might find it hard to make a choice alone.
- When you do need help, we will make sure you get the help you need.
- We can support you to access an advocate, who can help you.
- This is to keep you safe.



- We respect that children have the right to know what is happening.
- Children's opinions matter in decision making.
- It is important that we use words children understand.
- This helps children feel included and respected.

## Section 7

### Making Decisions



- Parents have a right to help.
- They can make choices for their children.
- Parents can decide what services their children use.
- They can decide what is best for their children.

## Section 8

### Equity and Access



- **Equity** means we make sure our services are fair for everyone.
- You can do things the same as anyone else.
- Get around places you want.



- **Access** means being able to go to places and use the services you like.
- People living with a disability should have the same chances as everyone else.
- You can get access to the information you need.
- You should have the same opportunities in life.

## Section 8

### Equity and Access



- We will help you get the information in a way that works for you.
- We can use interpreters to help you understand.
- We have special tools to help you communicate better.
- We want to make sure you understand everything.

## Section 9

### Cultural Diversity



- **Cultural diversity** means you may need to do some things differently.
- These differences might come from where you were born.
- You might speak a different language.
- You might celebrate special days.
- You might celebrate your identity.



- We will know what matters to you.
- We will learn how you think.
- We will find out what you like to do.
- We will understand what you need.
- This is your culture.





- Do you need to know more about your rights?
- Call Identity on (08) 94743303
- Visit our website on:
- [Home - Identitywa - Registered NDIS Provider](#)



- You can also contact the NDIS Quality and Safeguards Commission on 1800 035 544.
- You can visit their website:
- [Homepage | NDIS Quality and Safeguards Commission](#)

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