



PARTICIPANT HANDBOOK – EASY READ CHARTER OF RIGHTS

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GET HELP TO READ

The National Relay Service is a free Australia-wide phone service for people who are deaf or have a hearing or speech impairment.

- For TTY/voice: call **133 677**
- For Speak & Listen: call **1300 555 727**
- For SMS relay: message **0423 677 767**

The Translation and Interpreting Services (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

- Phone: **131 450**
- Visit: **www.tisnational.gov.au/**

WORDS WE USE AND WHAT THEY MEAN

KEYWORD	MEANING
Staff	This means everyone who works for us, including the CEO, managers, employees, contractors, people from other companies that help us, and our volunteers.
Participant, Nominee, Representative or Advocate	This is you! It also includes your family, anyone who takes care of you, or someone who speaks up for you.
Workplace or environment	These are the places where we provide our help. It could be in your own home, while you're getting around, in community areas or any other places we might need to be.
Service(s)	This refers to all the help and activities we offer you, which are all part of the agreement and plan we've made together.
ARC, we, us and our	This is us, ARC Disability Services Inc.

CHARTER OF RIGHTS

YOUR RIGHTS



You have the right to:

- Make your own choices
- Be treated equally and respectfully
- Get help to make decisions



You also have the right to:

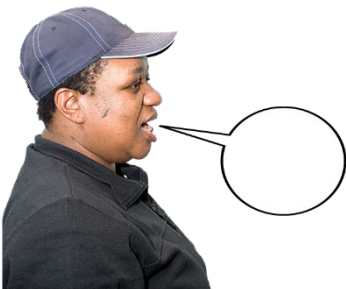
- Be safe
- Get the right information at the right time
- Give us feedback or make a complaint
- Take risks

YOUR RESPONSIBILITIES



We ask that you

- Tell us about the services you want and how you want to get them
- Respect our workers and other participants
- Be polite to other people



We also ask that you

- Tell us when you need to cancel an appointment
- Tell us of any changes in your life that might affect our services
- Pay for our services on time



Please tell us if you are unhappy with our services or if there is a problem.



You must also tell us if

- You want to stop getting our services
- Your NDIS plan changes
- You stop using the NDIS

ARC'S RESPONSIBILITIES

We will:



- Provide the supports you need at the times you want
- We will regularly check in with you to make sure our supports are working for you
- We will always be honest
- Let you know and help you if there is a change to your scheduled support
- Do our best to keep you safe

STOPPING SERVICES

We can stop your supports if:



- You do not do what it says in the Service Agreement
- You do not meet your responsibilities
- You do not follow the rules in our policies

You can also ask to stop services if:



- We do not do what it says in the Service Agreement
- We do not meet our responsibilities
- You are moving to a new place
- Your needs change and our supports no longer suit you



We will speak with you about the reasons to stop your supports.



If you agree we can support you to find another service provider.

CONFLICT OF INTEREST



A conflict of interest is when:

- Our staff's own interests are different to your best interests
- A staff member's close friends or family get involved in their work



We ask all of our staff to tell us about their conflict of interest as soon as possible.



Our coordinators then look into it to see there is a real conflict or it just looks like there might be one.



Then the coordinator will let you know what they found out and how we will manage it.



We keep a record of all likely and real conflict of interests.



As a participant, if you ever feel like there might be a conflict of interest, please let us know. We'll give you a form called the Conflict-of-Interest Declaration Form to fill out.

NDIS CODE OF CONDUCT

ARC employees follow the NDIS Code of Conduct by:



Respecting your freedom of how you act and make decisions.



Respecting your privacy.



Providing safe supports.



Always acting on any problems they notice to do with your safety and the supports you get.



Doing their best to stop any kinds of abuse towards you.

YOUR ADVOCACY RIGHTS

An advocate is someone you trust, like a family member or friend, who speaks for you and makes sure to look after your rights.

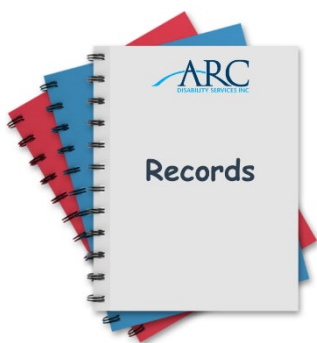


Advocates make sure that your voice is heard, and your needs are met.

They help with decisions about your supports by joining meetings with you and ARC.



ARC can help you find an advocate if you ask us.



Let us know if your advocate changes so that we can update our records.

PRIVACY AND DIGNITY

We respect your privacy by:



Always knocking before coming into your bedroom or bathroom.

Doing personal care in your bedroom or bathroom where no one else is around.



Respecting your right to private visits and phone calls with family or friends.



Our staff will always use respectful language and behaviour to make sure your privacy and dignity are protected.

YOUR INFORMATION



To help us provide you with the right types of supports and services we collect and store personal information about you.

We use your personal information to work with you to design supports that meet your needs.

Personal information can be things like:

- Your name
- Your contact details
- Your health history
- Your religion, nationality, or culture
- Photographs or videos of you



It is our job to keep your personal information private and safe.



We only share your information with others if you say it is ok or if the law says we must.



If you would like more information please speak to us.
You can ask for copies of our policies relating to
privacy and information management.



You can access your personal records anytime
through a request process and we will help you
understand the information.

CONSENT



When you provide consent, you give your permission
or say that it is okay for something to happen.



It is important that you understand why a person is
asking for your consent.



If you are not sure you should ask your coordinator or your advocate for help.



You can withdraw your consent at any time.



If you feel like you cannot consent to something we can talk to your family or advocate to help.

If you do not have a family member or advocate to help you we will apply to the court or government to find someone who can help you make legal decisions.

WHAT IS A GUARDIAN?

A Guardian is someone who has been asked by the court to make legal decisions for you.



This person might be:

- A friend
- A family member
- A person from your State Government Advocate