



# Your Rights and Responsibilities

FamilyCare



Easy English





## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

## About this book



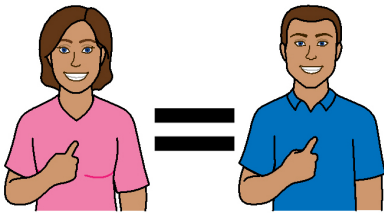
This book is written by FamilyCare.



This book is about your **rights** and **responsibilities** with FamilyCare.

Rights are things everyone should be able to

- get
- have
- do.

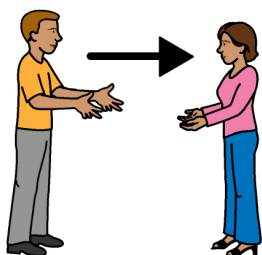


Rights are what FamilyCare must do for you.

Responsibilities are what you must do for FamilyCare.

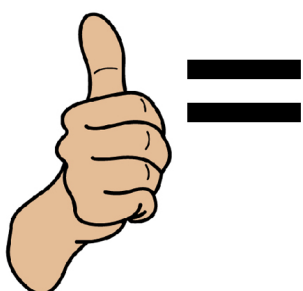


## Your rights



This part is about what FamilyCare must do for you.

We will treat everyone

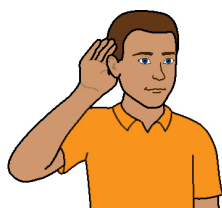
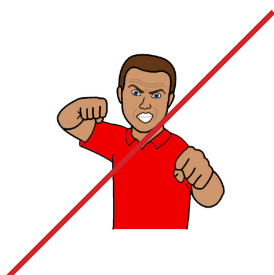


- in a fair way
- the same
- with **respect**.



Respect means we know that

- everyone is important
- we should be kind to everyone
- we should **not** hurt other people.



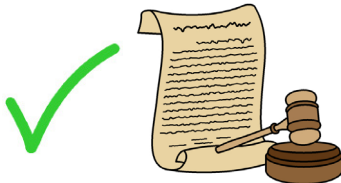
We will listen to you.

We will help you get what you need.



We will

- talk to you about your rights



- make sure you know your rights.



We will make sure that you do **not** experience

- **abuse**

or



- **neglect.**

Abuse is when someone hurts you.

For example, yells at you or hits you.

Neglect means you do **not** get the care you need.



## Services and support



We will make sure everyone gets the same opportunities when they use our services.

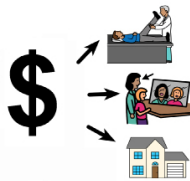
We will



- tell you about services.

For example

– what they do



– how much they cost.

- help you know what services you can get



- let you decide what services you want.



You can say you do **not** want to use a service.

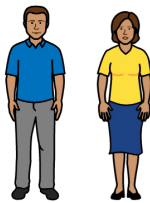
## About you

We know everyone is different.



The ways people are different could be

- race or ethnic background



- gender.

For example, if you are a man or a woman.



- sexual orientation



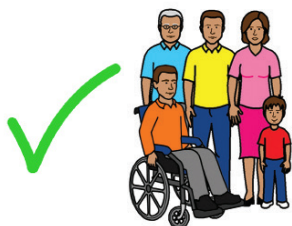
- age



- religion



- physical and intellectual ability.



We will make sure you feel safe and happy about being different.

We keep **personal information** about you.

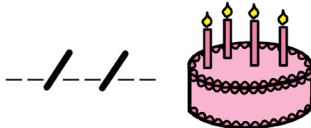


Personal information could be

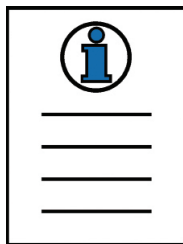
- your name



- where you live



- your date of birth



- your health or disability information.

We will keep your information **private**.



Private means we will **not** tell people about it unless we have to.

We will do what the law says we must do to protect your private information.



## People who can help



You can get a **guardian** or **advocate** to help you.



A guardian is someone who makes legal choices for you.

An advocate is someone you trust who can help you tell us what you



- want

and

- need.

An advocate can be a



- friend
- family member
- volunteer.



An advocate can help you

- make decisions



- say what you want

- understand information.

## Complaints



If you feel like you have **not** been treated well you can make a **complaint**.



A complaint is when you

- are **not** happy

and



- tell someone the reason.

## Your responsibilities



This part is about what you must do for FamilyCare.



You must

- treat our staff with respect



- **not** give staff gifts or money



- keep staff safe when they come to your home.

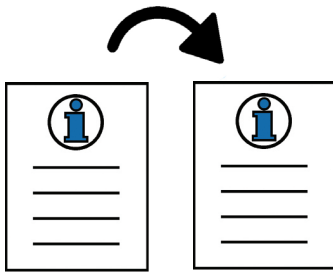


You must be part of your assessments so we can find the right services for you.



You must tell us if

- your information changes



or

- your needs change.



You must give us the information we need to help you.



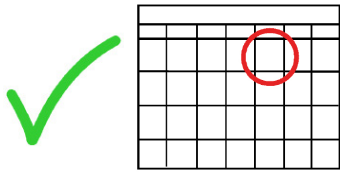
Tell us if you

- need an interpreter or advocate

or



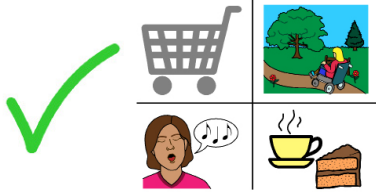
- do **not** understand something.



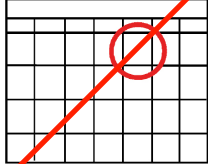
You must go to your

- appointments

and



- activities.



You must tell us if you can **not** go to an appointment or activity.



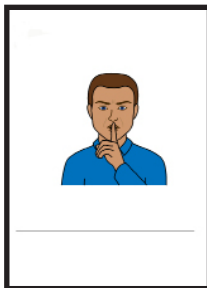
## More information



We have other information that can help you.

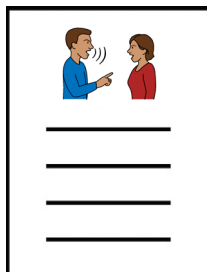
You can ask us about our

- program brochures



- privacy information

- service agreements



- feedback and complaints information

- **code of conduct** for our staff  
and volunteers.

A code of conduct is information that says  
how we must behave.

## Contact us



If you have questions you can

- talk to your case worker

or



- ask FamilyCare.

## FamilyCare



Call 03 5823 7000



Website [www.familycare.net.au](http://www.familycare.net.au)



National Relay Service

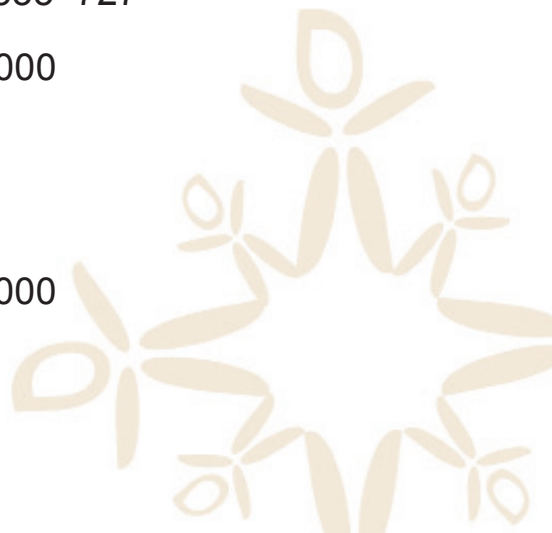
<https://internet-relay.nrscall.gov.au/>

Speak and Listen 1300 555 727

Then ask for 03 5823 7000

TTY 133 677

Then ask for 03 5823 7000



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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in April, 2019. [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact FamilyCare.

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