



# Your rights and responsibilities

**FamilyCare**



**Easy English**

## Blue words



Some words in this book are **blue**.

We write what the blue words mean.

## Help with this book



You can get someone to help you

- understand this book
  
- find more information.



Contact information is at the end of this book.



## About this book

This book is from 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.

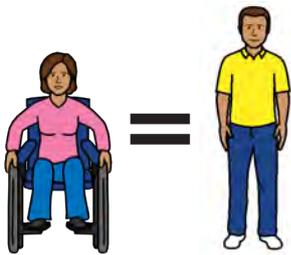


Responsibilities are what you **must** do for FamilyCare.

## 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**.

Abuse is when someone harms you.



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

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 make sure we

- tell you about services



- 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, culture or ethnicity



- gender



- sexuality



- 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



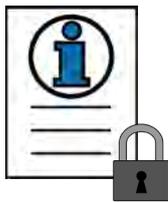
- where you live



- 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



- need.



An advocate can be a

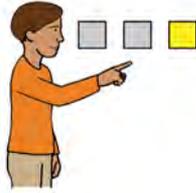
- friend



- 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
- you tell someone the reason.



## Your responsibilities



This part is about what you **must** do for FamilyCare.



You **must**

- treat our staff with respect



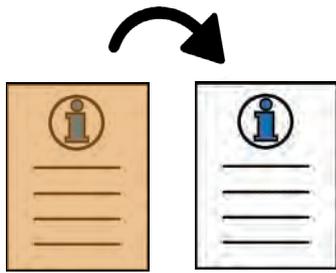
- **not** give staff gifts or money



- keep staff safe when they come to your home.

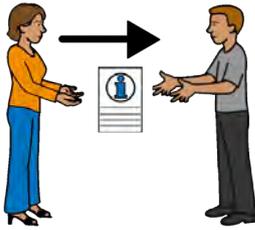


You **must** be part of your assessments so we can find the right services for you.



You **must** tell us if

- your information changes
- your needs change.



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

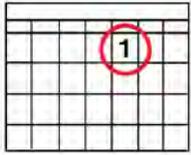


Tell us if you

- need an interpreter or advocate



- have any questions.



You **must** go to your

- appointments



- activities.



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

## More places to get help



If you are still **not** happy when we tell you what we have done, you can ask other organisations for help.

You can contact the Rights, Information and Advocacy Service or RIAC.



Call            5222 5499

You can also contact the Department of Families, Fairness and Housing or DFFH.



Call            1300 884 706

You can also contact the  
Disability Service Commissioner.



Call 1800 677 342

You can also contact the  
Health Complaints Commissioner.



Call 1300 582 113

You can also contact the  
Victorian Ombudsman.



Call 1800 806 314

You can also contact the  
Victims of Crime Commissioner.



Call 1800 010 017



## More information



For more information contact  
FamilyCare.



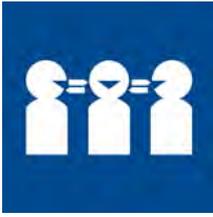
Call        5823 7000



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



Email        [info@familycare.net.au](mailto:info@familycare.net.au)



### **If you do not speak English**

Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.



### **If you need help to speak or listen**

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website [accesshub.gov.au/nrs-helpdesk](http://accesshub.gov.au/nrs-helpdesk)

Give the relay officer the phone number you want to call.





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