



Rights & Responsibilities

EASY READ



This brochure has some hard words.

The first time you see a hard word –

- The word will be **blue**
- We will tell you what the word means



We have written this information in an easy-to-read way.



Sometimes we use pictures to help explain ideas.



You can ask for help to read and understand this information.
A friend, family member or support person might help.



We will explain things clearly and check that you understand.

You have rights and responsibilities



Rights are rules about what you can do and have.

Responsibilities are the actions you agree to when you're supported by YPYW.

Rights and responsibilities help make sure you get the best possible support from YPYW.

Your rights



You have the right to services and supports from YPYW that:

- Respect your legal and human rights



- Allow you to be heard



- Allow freedom of expression



You also have the right to:

- Make choices about every part of the services you receive



- Build your independence



- Have your culture, values and beliefs respected



- Feel comfortable when receiving supports and services



- Have your information kept private



- Access an advocate



- Give feedback at any time
- Make a complaint if you're not happy

You have the right to services and supports that are free from:



- Violence
- Abuse
- Neglect
- Discrimination
- Exploitation

Your responsibilities when you use our services



You need to:

- Treat our team with respect



- Listen to us so we can help keep you safe and supported



- Let us know if you cannot come to a meeting with us



- Not hurt other people



- Not behave in ways that are unsafe — for example, being under the influence of drugs and/or alcohol

For more information



You can speak directly to YPYW by:

- Talking to your Support Coordinator
- Phone – 1300 110 231
- Email – enquiries@yourpathsc.com.au
- Website – www.yourpathyourway.com.au



If you are concerned about your rights and responsibilities, you can also contact the NDIS Quality and Safeguards Commission on 1800 035 544 or at www.ndiscommission.gov.au