



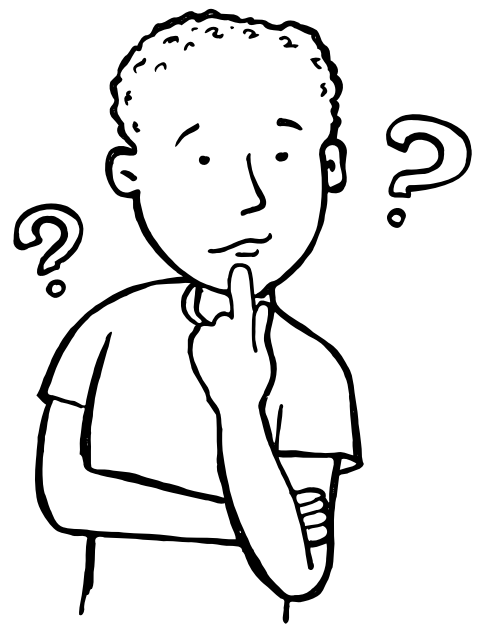
Access4u Customer Rights



This information sheet has been developed to help everyone understand and know their rights.

What Are Rights?

The basic things that everyone has to keep them safe and to be given a good life. Everyone in Australia has rights.



Your Rights

You have the right to:

- make choices about your life
- be told about the help you are getting
- understand what people tell you
- ask questions so that you can make good choices
- know who to tell if you are unhappy.

When you tell people important things you have the right for:

- what you say to be kept a secret.

You have the right to:

- feel safe and be treated fairly;
- experience a healthy and respectful environment.

You should not be physically hurt or harmed or made to feel unhappy by others in anyway.





You have the right to be treated the same as everyone else no matter:

- who you are
- where you live
- whether you are a man or woman
- what job you have
- what language you speak
- whether you have a disability
- what your religion is
- whether you are rich or poor.



You have the right to:

- have your own space
- ask for changes to be made to help you and meet your needs
- be told about your rights as they change over time
- understand what you are being told.

You have the right to privacy.

What is Privacy?

Privacy is when you or a group of you have time to yourselves.

Privacy is also when you tell someone information about yourself and they have to keep it a secret.



You have the right to:

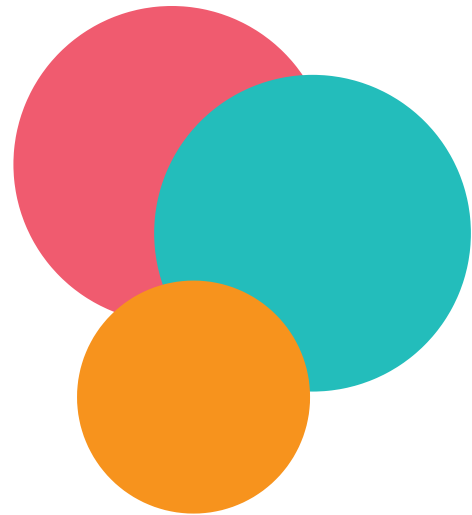
- have time to yourself and have your own space
- show closeness and affection to the people that you love.
- be asked before your information is used or collected
- be told what information is collected about you and how it will be used
- have your information stored safely.



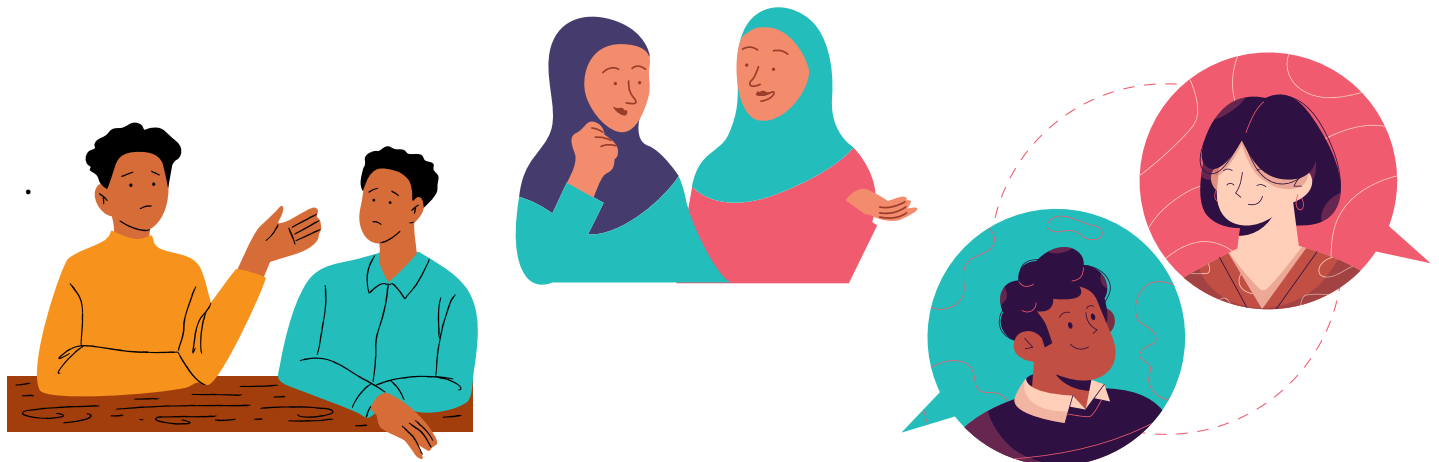
Understanding Your Rights...



You have the right to be told about your rights at the beginning of your services and throughout your services.



And if your rights change.



If you do not understand your rights you can ask a staff member, family member, a close friend or anyone else that you trust.