Uniting

Your rights and responsibilities

Easy Read version

What is in this book

About this book 3

Who we help 7

Your rights when you use our services 8

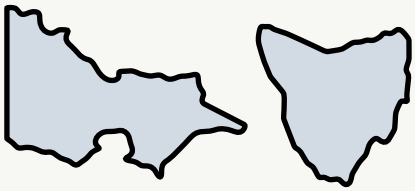
We can work with you 18

Your responsibilities when you use our services 20

More information 24

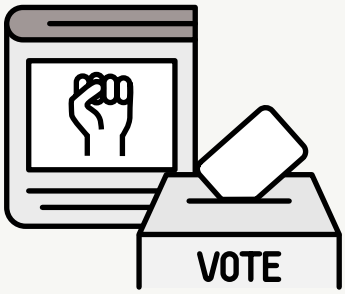
About this book

This book is from Uniting.



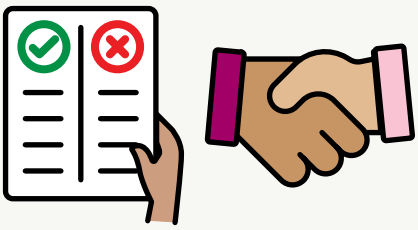
We help people in Victoria and Tasmania from all different backgrounds.

We wrote this book to tell you about your rights and responsibilities when you use our services.



Rights are things you are allowed to do, such as the right to vote.

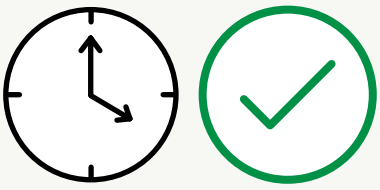
Other people have rights as well.



Responsibilities are the things you are expected to do, such as following the rules or treating others with respect.

This is a long document.

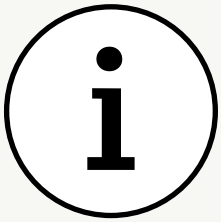
You don’t need to read it all at once.



You can take your time.

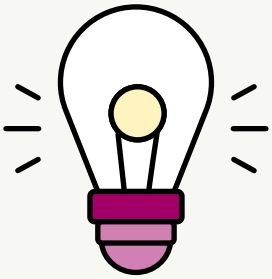
You can ask someone you trust for support to:

- read this book

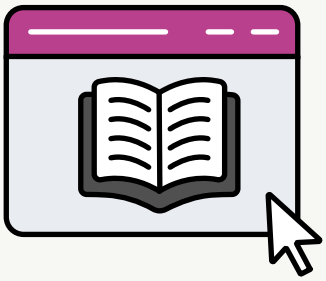


- find more information.

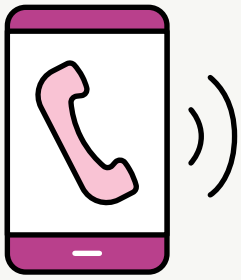
This book is an Easy Read summary of our Consumer Handbook.



A summary only includes the most important ideas.

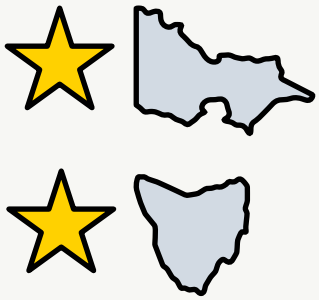


You can read the full version of this document on our website: UnitingVicTas.org.au/feedback/your-rights-and-responsibilities

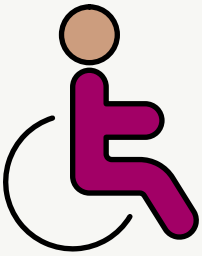


You can find our contact information on page 24.

Who we help



We help people in Victoria and Tasmania get the support they need to reach their goals.

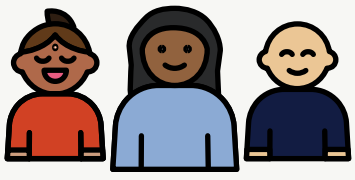


We help people:

- with disability

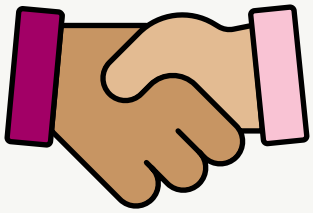
- who are Aboriginal or Torres Strait Islander

- from the LGBTIQA+ community



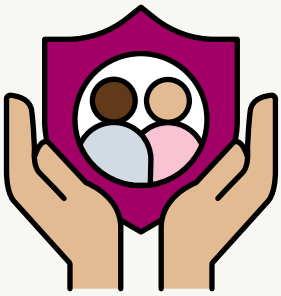
- from different cultures.

Your rights when you use our services



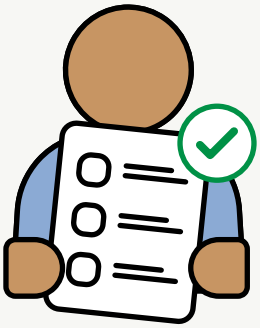
We will treat you well

We will **respect** you.



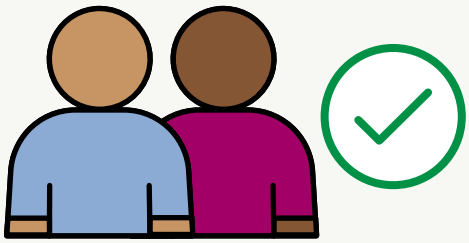
Respect means that we:

- know everyone is important
- know everyone is different
- are kind to everyone
- treat everyone fairly
- welcome people of different cultures, identities and beliefs.

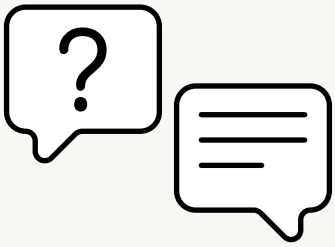


We will give you information you can understand.

For example, information in Easy Read.



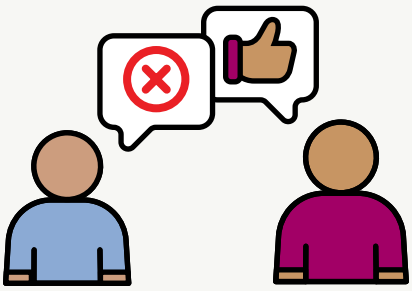
You can have a support person with you at any time.



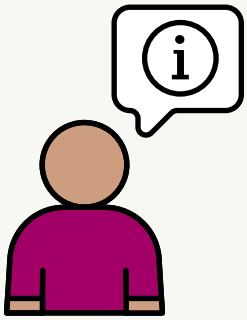
We will:

- always ask what you think

- explain why we made the choices we made

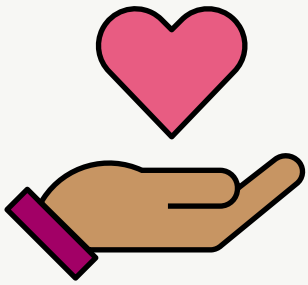


- understand if you do not need our services anymore



- tell you about other services that may help you.

We will help you feel safe

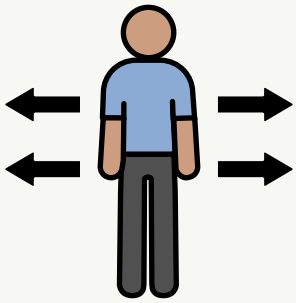


You have the right to:

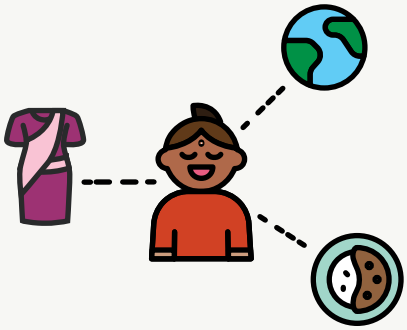
- feel safe
- be safe.

We will:

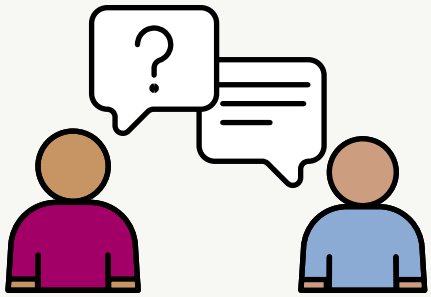
- protect your privacy



- respect your personal space



- help you stay connected to your home and culture.

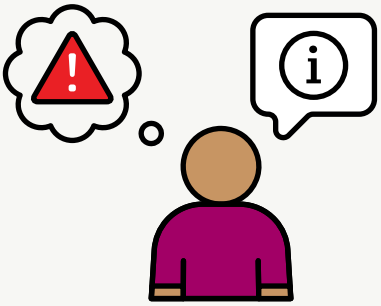


- If you do not feel safe you can talk to your Uniting contact person.

- We will try to find a way to help you.

We will keep your information safe

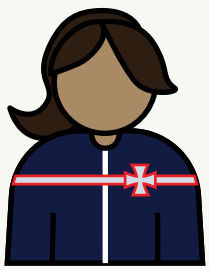
We will keep your personal information safe.



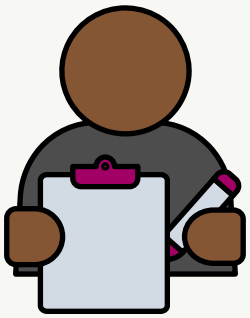
We will only share your personal information with other people when we think you are not safe.

For example, we might share your information with:

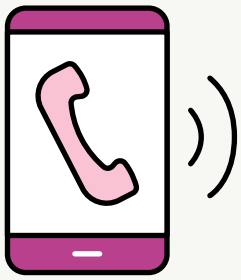
- the police



- emergency services.

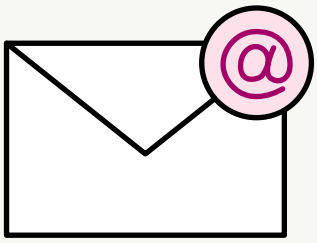


If you think we have told someone your personal information when we should not have, you can complain to our Privacy Officer.



Call the Privacy Officer on

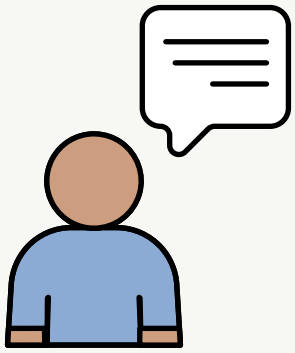
03 9192 8100



Email the Privacy Officer at

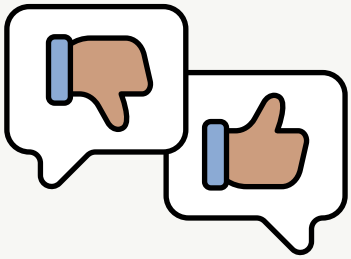
PrivacyOfficer@UnitingVicTas.org.au

You can give us feedback

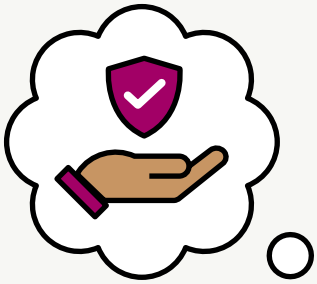


Feedback is when you tell us what you think about:

- our services
- our workers.

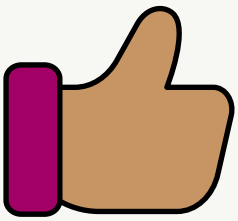


Feedback can be good or bad.



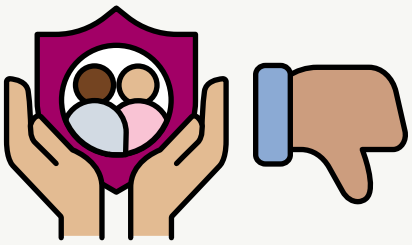
You can tell us:

- what you like about our services



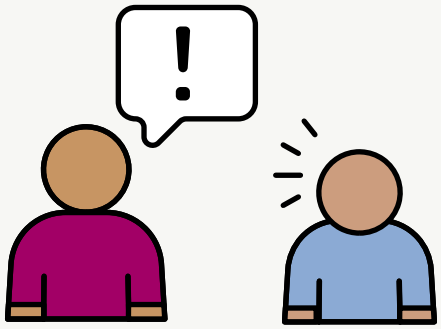
- what we do well.

This is called a compliment



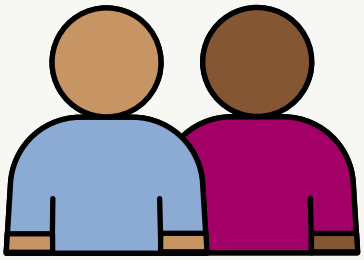
You can tell us what you do not like about:

- our services



- the way you were treated by our workers.

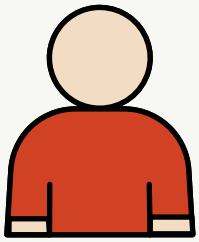
This is called a complaint.



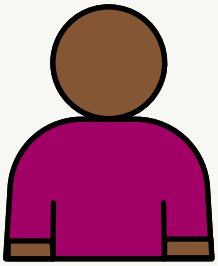
You can also ask someone else to give us your feedback.

For example, you can ask a:

- family member

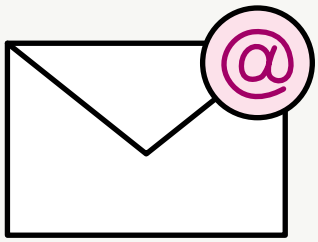


- friend

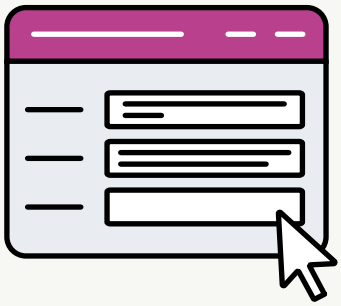


- support person.

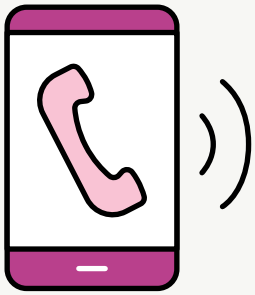
To give us feedback or make a complaint you can:



- email us at: ConsumerFeedback@UnitingVicTas.org.au



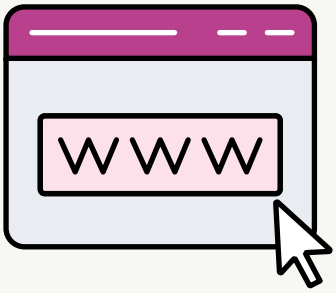
- fill in this form on our website: UnitingVicTas.org.au/feedback/feedback-compliments-and-complaints



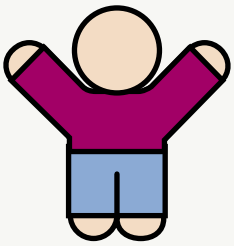
- call us.

  You can find our phone number in the Contact Us section on page 24.

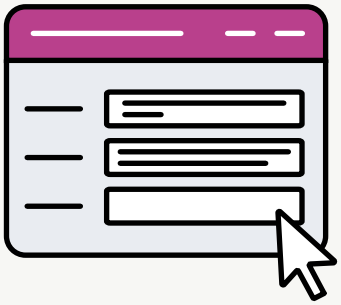
You can also get help from another service to give your feedback or make a complaint.



You can find another service on our website: UnitingVicTas.org.au/feedback/external-advocacy-and-complaints-services

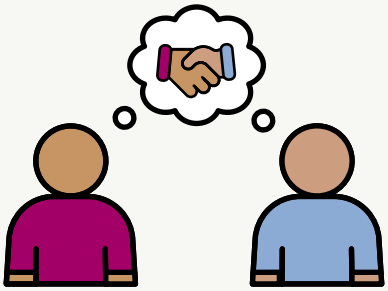


Children and young people give feedback or make a complaint in a special way, using the Talk To Us form: UnitingVicTas.org.au/wp-content/uploads/TalktoUs-feedback-form.pdf



For more information about keeping children and young people safe, visit our website: UnitingVicTas.org.au/child-safety-at-uniting

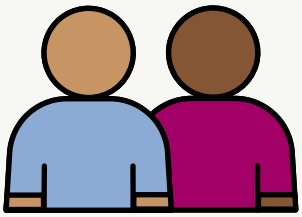
We can work with you



Working together to make things better is called a partnership.

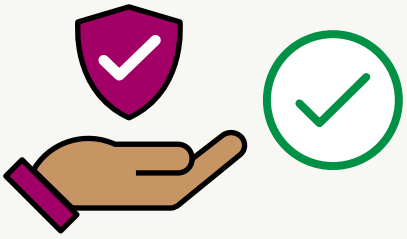
We can work together in a partnership if you:

- use our services



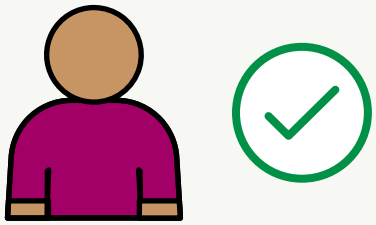
- are a carer for someone who uses our services.

We want to hear your ideas.

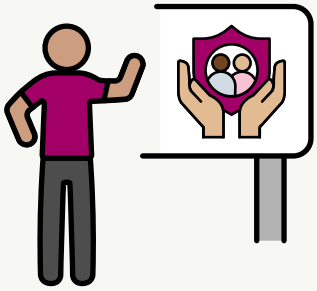


We want to work together to:

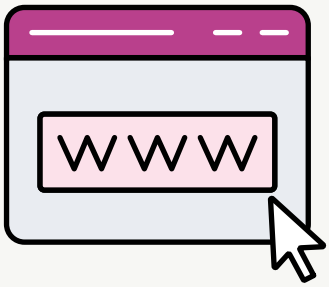
- make our services better



- find the right people to work for us



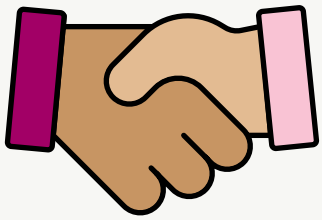
- train the people who work for us.



You can find out more about partnerships on our website:

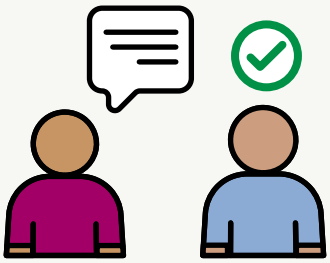
UnitingVicTas.org.au/consumer-partnerships

Your responsibilities when you use our services

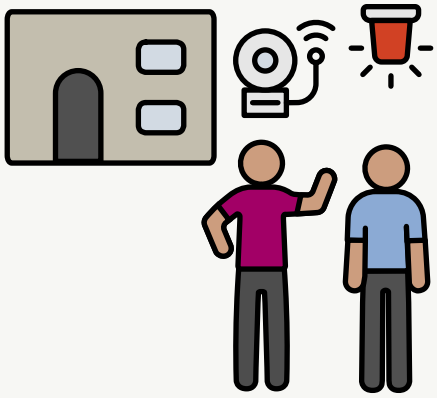


Treat people with respect

You must treat all of our workers with respect.



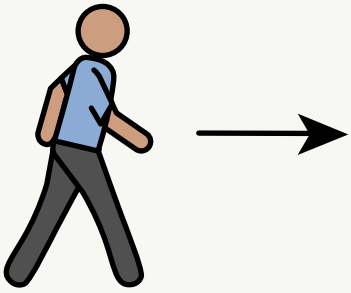
This includes listening to us so you stay safe.



For example, we might ask you to go outside if we hear the fire alarm.

Help keep everyone safe

You should not hurt other people.

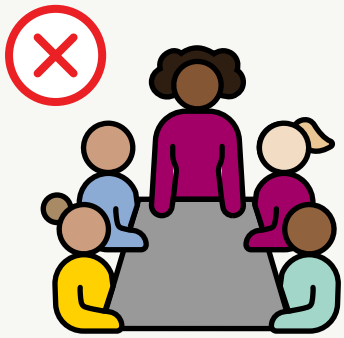


If your behaviour is not safe, we might ask you to leave.

For example, if you are:

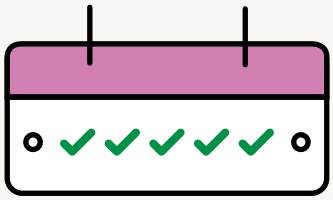
- drinking alcohol at Uniting services

- using illegal drugs or substances at Uniting services.



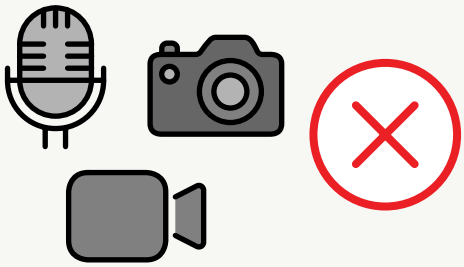
Go to your meetings

If you cannot come to a Uniting appointment or meeting, you must tell us 1 work day before the meeting.



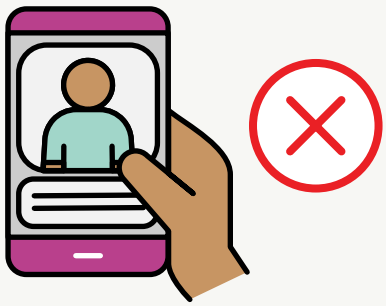
A work day is any day from Monday to Friday. It does not include Saturday, Sunday or a public holiday.

Respect other people's privacy

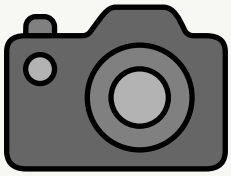


You cannot share photos, videos or voice recordings of people at Uniting without their **consent**.

Consent means you agree to do something.

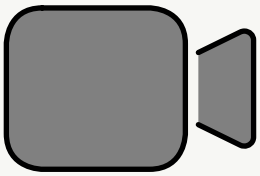


You cannot post on social media about people at Uniting services without their permission.

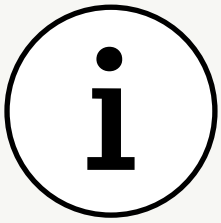


This includes posting:

- photos

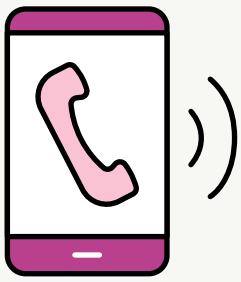


- videos

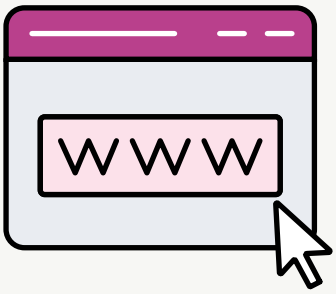


- information.

More information

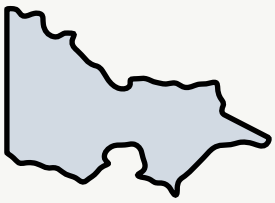


There are many ways to contact us for more information.



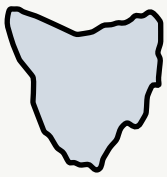
You can find out more information about our support services on our website:
UnitingVicTas.org.au/services

Call us



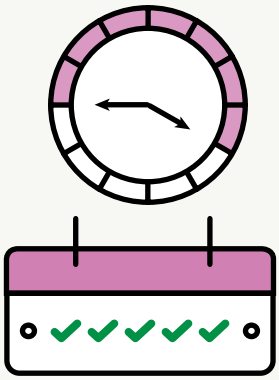
If you are in Victoria call

03 9192 8100



If you are in Tasmania call

03 6244 1144

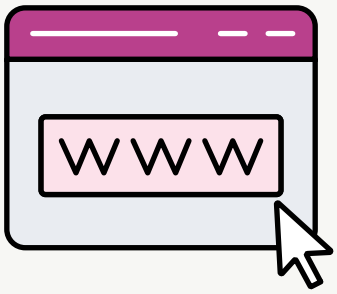


We will answer the phone from Monday to Friday between 9 am and 5 pm local time.

Fill in our contact form

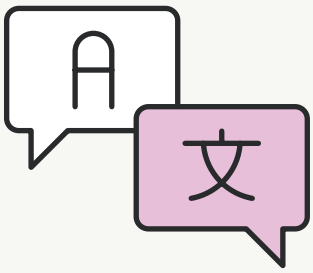
Go to our website and fill in your details on our contact form so we can get back to you.

UnitingVicTas.org.au/contact-us



Visit our website

UnitingVicTas.org.au



If you speak a language other than English

Call the free Translating and Interpreting Service (TIS) on

13 14 50

and give the TIS officer the phone number you want to call.

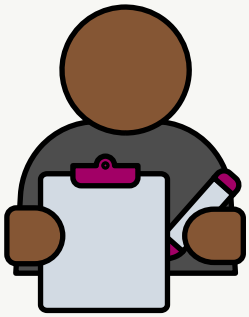
If you need help to speak or listen

You can use the free and confidential National Relay Service (NRS) to make a call if you are deaf or hard of hearing.

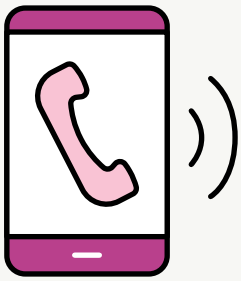
Visit the NRS website:

accesshub.gov.au/about-the-nrs

If you want to speak to the Privacy Officer

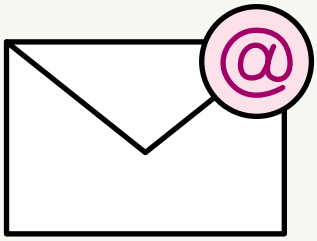


If you want to see your personal information, speak to the Privacy Officer



Call:

03 9192 8100



Email:

PrivacyOfficer@UnitingVicTas.org.au

This document (job AI3045) was created by Scope (Aust) Ltd. using both licensed and custom images. This document must not be sold to third parties. The images must not be reused without permission. For more information contact Scope on **1300 472 673** or visit ScopeAust.org.au