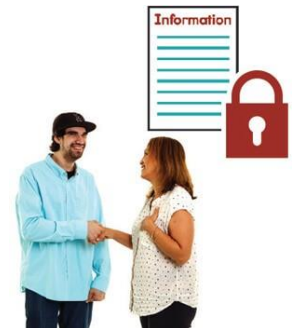


## 1.8 YOUR RIGHTS (EASY READ) POLICY AND PROCEDURE

ESG Inclusive Homes will explain your rights to you when you receive care from us



We will make sure to abide by the law and to respect the rights of people with a disability



We will protect your personal information keep your information in a safe place



We will support you to make your own choices and have control over your life and the supports that you use



Be safe – no one is allowed to hurt you



We will assist you to try new things and take risks sometimes



We will seek support from other people such as your family, a friend, or an advocate if you want us to



We will work with other services if needed to help you to reach your goals



We will help you to make a complaint if you are not happy with your support from us



We will help you to speak up and make sure that your needs are met



We will make sure we are respectful about:

Your age

Your sexuality

Your cultural background, religion, or faith

Your marital status

Your preferences



## Feedback, Compliments or Complaints

If you have feedback or a complaint about your rights – we want to hear about it!

To leave feedback or make a complaint, you can call us on 0418 163 945.

You can also fill out a Feedback, Compliments and Complaints Form – a member of our staff can help you with this if you need.



When making a complaint, you can also ask for an advocate.

An advocate is someone who can help you to make a complain and to speak up and share your problem.



When your complaint has been fixed, we will keep a record of what the complaint was about and how we fixed it.

If your complaint is something that we can fix for you quickly, it will go to the Director who is the person in charge of our services that we deliver to you.



You can contact us by phone between 9AM – 5PM Monday to Friday by calling 0418 163 945.



You can contact us by email at any time by sending an email to [patrick.wilsmore@experiencesocialgrowth.com](mailto:patrick.wilsmore@experiencesocialgrowth.com)



If you have a complaint, you can speak to your support worker, or you can phone us or email us.



You can always contact the NDIS at any time by calling 1800 035 544 or sending an email to [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



If you have trouble hearing or speaking, you can contact the National Relay Service on 1300 555 727 or use the SMS Relay Number by texting 0423 677 767.