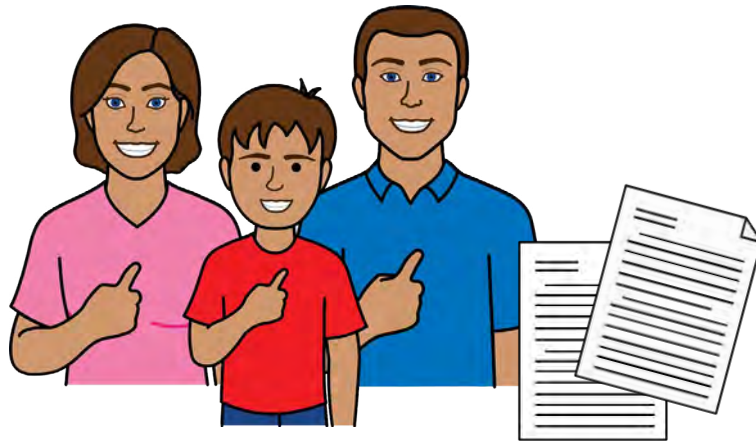


Uniting



What are your rights and responsibilities?

Uniting



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.

Uniting



About this book

This book is from Uniting.

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

This book is about your **rights** and **responsibilities** when you use our services.

Rights tell you

- how everyone should be treated

- what everyone should be able to do.

Responsibilities tell you

- how you should treat other people

- what you should do.

Who we help



We help people in Victoria and Tasmania to live a good life.

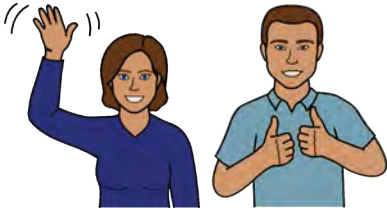


For example, we help people who

- have a disability
- are Aboriginal or Torres Strait Islander
- are from the LGBTQIA+ community
- are from different cultures.



Your rights when you use our services



1 We will treat you well

We will **respect** you.



Respect means we understand that

- everyone is important



- we should be kind to everyone



- we should make everyone feel welcome.



We will give you information you can understand.

For example, information in Easy English.



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



We will always explain about choices we make.



We will always ask you what you think.



We will understand when you tell us
you do **not** need our services any more.



We will give you information about other services.

2 We will help you feel safe



We want you to stay connected to

- your home



- your culture.



If you do **not** feel safe

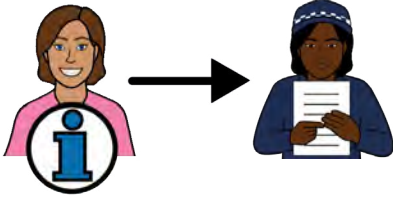
- you can talk to your Uniting contact person



- we will try to find a way to help.

3 We will keep your information safe

We will only share your information with other people to keep you safe.



For example, we might share your information with the police if we think you are in danger.

4 You can give us feedback

Feedback is when you say what you think about

- our services
- our workers.



You can tell us what you like about our services.



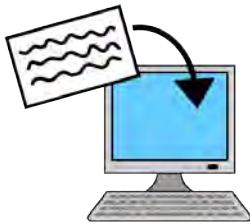
You can also tell us a **complaint**.

For example, a complaint could be

- what you do **not** like about our services

- what you think we can do better.

To tell us what you think you can email us
or fill in a form online.



Email

consumerfeedback@unitingvictas.org.au



Website

unitingvictas.org.au/feedback/feedback-compliments-and-complaints

You can also ask someone else to give us feedback for you.



For example, you can ask

- a family member or friend
- a support person
- another service.



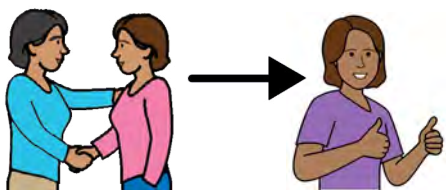
You can go online and contact a service on the list.



Website

unitingvictas.org.au/feedback/external-advocacy-and-complaints-services

5 We can have a partnership



A **partnership** is when people work together to make things better.



Uniting

We can have a partnership if you

- use our services



Uniting

- are a carer for someone who uses our services.



We want to know your ideas.



Uniting

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.



Website

unitingvictas.org.au/consumer-partnerships

Your responsibilities when you use our services

You need to

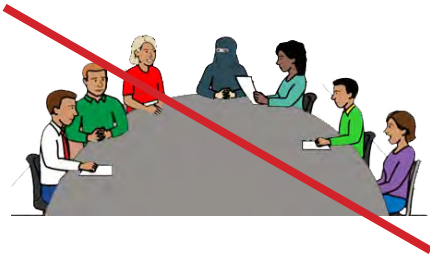


- treat our workers well

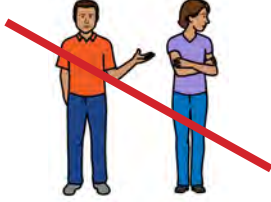
- respect us



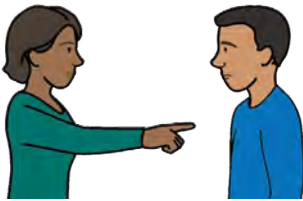
- listen to us so you stay safe
 - for example, we might ask you to go outside if we hear the fire alarm.



If you **cannot** come to a meeting, you need to tell us 1 work day before the meeting.



You should **not** hurt other people.



We might ask you to leave if your behaviour is **not** safe.

For example



- if you are using a lot of alcohol
- if you are using drugs.



More information

For more information contact Uniting.



Visit our website

Website unitingvictas.org.au



Call our general number in Victoria

Call 03 9192 8100

Call our general number in Tasmania

Call 03 6244 1144

Call your local office number

Local office

Call

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

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

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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