## **Your Rights and Responsibilities**



Easy English

As a person accessing RIAC services, you have the right to	
•••	Be treated with dignity and respect and receive quality service.
	Have a person of my choice support me or speak on my behalf.
	Have my identity, culture and diversity valued and supported.
	Be given the right to access RIAC services without discrimination and to receive these services in a fair, respectful way that ensures your safety.
	Know about what is happening in a way I understand.
	You should be told and have a say in matters related to you and the services you need and have equal access to those services.
	Be involved in any decisions related to you through a person- centred service delivery approach and make choices regarding your support and services.
	Have my privacy and confidentiality respected
Complaint	Complain without being worried about what will happen to me, and to have my complaints dealt with fairly and promptly.

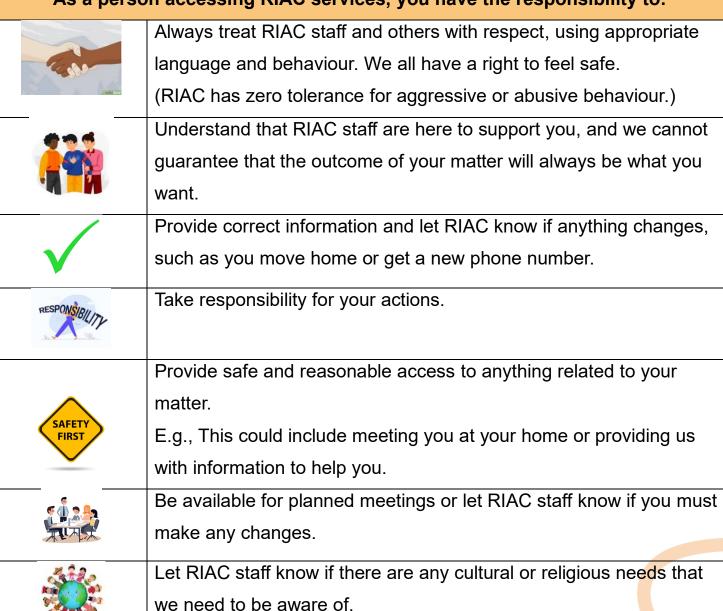


## Be listened to and understood



Be able to access personal information RIAC holds about you If you would like to see your file at any time, you can email CEO@riac.org.au

## As a person accessing RIAC services, you have the responsibility to:



Be involved in making decisions about your matter and ask for more information if you do not understand something.