
















# 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
	Complain without being worried about what will happen to me, and to have my complaints dealt with fairly and promptly.

	<p>Be listened to and understood</p>
	<p>Be able to access personal information RIAC holds about you If you would like to see your file at any time, you can email <a href="mailto:CEO@riac.org.au">CEO@riac.org.au</a></p>
<p><b>As a person accessing RIAC services, you have the responsibility to:</b></p>	
	<p>Always treat RIAC staff and others with respect, using appropriate language and behaviour. We all have a right to feel safe. (RIAC has zero tolerance for aggressive or abusive behaviour.)</p>
	<p>Understand that RIAC staff are here to support you, and we cannot guarantee that the outcome of your matter will always be what you want.</p>
	<p>Provide correct information and let RIAC know if anything changes, such as you move home or get a new phone number.</p>
	<p>Take responsibility for your actions.</p>
	<p>Provide safe and reasonable access to anything related to your matter. E.g., This could include meeting you at your home or providing us with information to help you.</p>
	<p>Be available for planned meetings or let RIAC staff know if you must make any changes.</p>
	<p>Let RIAC staff know if there are any cultural or religious needs that we need to be aware of.</p>
	<p>Be involved in making decisions about your matter and ask for more information if you do not understand something.</p>