



MAKODAH CARE

EASY READ

Your Rights and Responsibilities



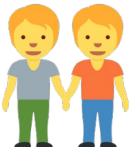
This document is from **Makodah Care**.
When you see **we** or **us**, it means Makodah Care.



This document tells you about your **rights**.
A right is something you should always have.



It also tells you about your **responsibilities**.
A responsibility is something you agree to do.



You can ask someone to help you read this document.
This could be family, a friend, a support worker or an advocate.

Your rights



You have the right to be treated with **respect**.



You have the right to **make your own choices**.
We can help you make choices if you want help.



You have the right to **say what you think**.
We will listen to you.



You have the right to **privacy**.
We keep your information safe.



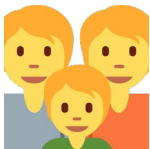
You have the right to be **safe**.
No one should hurt you, take your things or treat you unfairly.



We respect your **culture**, what you **believe** and what is **important to you**.



You can **choose who supports you**.
You can ask for a male or female worker.
You can ask for a different worker. You do not have to say why.



You can spend time with your **family, friends and community**.
You tell us who you want to be involved in your supports.

Information you understand



We will talk with you in the way that **works best for you**.
This could be Easy Read, pictures or a communication device.



If you speak another language, we can get you a **free interpreter**.



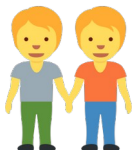
If you are deaf or find it hard to hear or speak, we can use the **National Relay Service** for phone calls.



If you need an **Auslan interpreter**, it can be paid for from your NDIS plan.



Help from other people



You can have a **support person** or an **advocate** with you.
An advocate is someone who helps you speak up.



We can help you contact an advocate, such as:

- Disability Advocacy NSW
- Intellectual Disability Rights Service
- Family Advocacy



Some people have a **guardian** who can make some decisions for them.

We will still listen to you and ask what you want.

Your responsibilities

We ask you, your family and your visitors to:



Treat workers with **respect**.



Keep your home **safe** for workers.



Do **not** use illegal drugs when a worker is with you.



You can drink alcohol, but do **not** be drunk when a worker is with you.



Put your pets away if they are **not friendly**.



Do **not** break the law.



Tell us if your **NDIS plan, health, medicine or contact details** change.



Tell us at least **7 days** before if you want to **cancel** a support.
Tell us at least **28 days** before if you want to **stop** using Makodah Care.

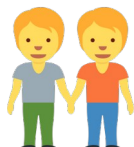
If there is a problem



If a worker does **not feel safe**, they may stop the shift.
The worker will call a Director straight away.



A Director will **contact you within 1 day**.
We will listen to what you have to say.



We may have a **meeting** to talk about the problem.
You can bring family, a guardian or an advocate.



We will try to **fix the problem together**.



If the problem keeps happening, we may send you a **letter**.
The letter will tell you what needs to change.



If it still keeps happening, we may **stop your supports**.
We will tell you in writing **28 days** before, unless it is not safe to wait.
We will help you find a new provider.



If you are not happy



You can make a **complaint** to us.
Nothing bad will happen to you if you complain.



You can also contact the **NDIS Quality and Safeguards Commission** at any time.
Phone: **1800 035 544**

Signing a form



We will go through this document with you when you **start** with Makodah Care.
We will do it again at every **support plan review**.
We will ask you to sign a form to say we talked about your rights.

Contact us



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Kylie Myles (Director)
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