

Easy Read Information (Easy Read) Participant Service Charter

Endorsed by: CEO

Document Owner: Organisational Management

How to Use This Guide



Goulburn Options wrote this guide.
When you see the word 'we,' it means Goulburn Options.



We wrote this guide in an easy to read way.
We use pictures to explain some ideas.

Not Bold

BOLD

We have written some words in **bold**.
This means the letters are thicker and darker.
We explain what these words mean.



This Easy Read Guide is a summary of another document.
This means it only include the most important ideas from the other document.
If you would like to read the whole Participant Service Charter, talk to your support worker, or a member of the admin team.

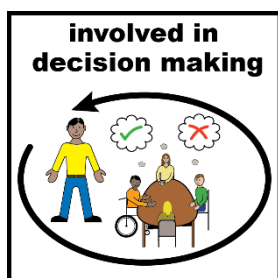


You can ask for help to read this guide.
A friend, family member or support worker can help you.

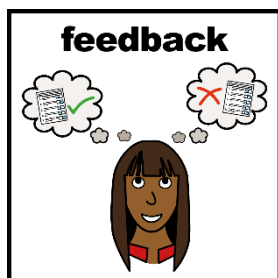
This Guide is About:



Your **rights** and **responsibilities** at Goulburn Options.



How you can be a part of your services.



How you can give **feedback** or make a **complaint**.

You can contact Goulburn Options:

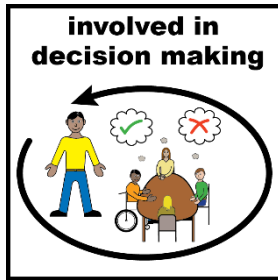


Phone: 5792 3192

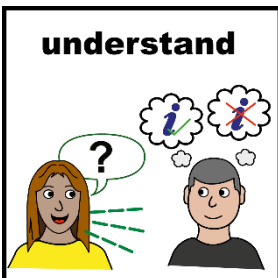
Email: go@goinc.org.au

Or talk to a staff member.

Goulburn Options can support you to:



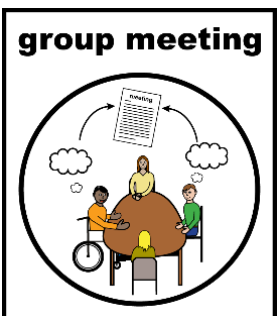
Make your own decisions



Understand your services and supports



Contact **interpreters** and **advocates**



Join the Goulburn Options Participant Voice Committee

Feedback



Anyone can give feedback at Goulburn Options



You can give feedback to a staff member.

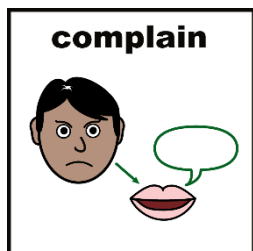


You can give feedback in person.

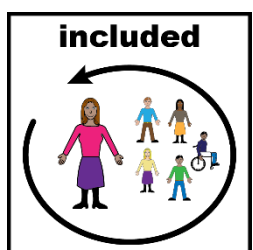
You can give feedback by phone or email.

You can give feedback by filling out a Complaints and Feedback Form.

It's OK to Complain



Anyone can make a complaint at Goulburn Options.



We will include you in the complaints process.



We will talk to you about your complaint within 5 days.

We will **resolve** your complaint in 3 weeks.



If you want extra help, or we don't resolve your complaint well enough, you can contact the **NDIS Quality and Safeguards Commission**: 1800 035 544

Or the Social Services Regulator: enquiries@ssr.vic.gov.au

Our Responsibilities:



Treat you and your decisions with respect.

Treat you fairly without **discrimination**.

Let you know about your **rights** and **responsibilities**.



Include you in decisions about your service.

Support you to make your own choices.

Give you information about your services.



Protect your information and privacy.

Keep correct records.

Give you your personal records if you want them.



Keep our buildings safe.

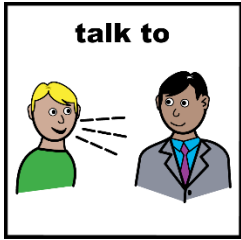
Make sure you are safe.

Follow NDIS rules.



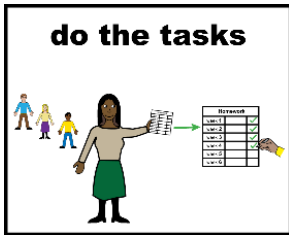
Support you to maintain your identity including gender, sexuality, culture and religion.

Support you to stay connected to your communities, family and friends.



Talk to you openly and honestly.

Give 24 hours notice if a support has to be cancelled or changed, if we can.



Give you regular **invoices** and **statements of support**.

Handle your requests and questions quickly.

Handle your complaints fairly and quickly.



Support you to connect with other services and advocates.



Support you to give us feedback or make a complaint.

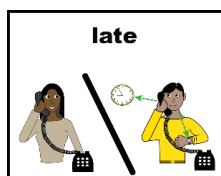
Your Responsibilities:



Tell us the truth about yourself.

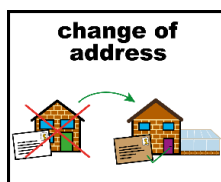
Give us feedback.

Tell your support worker if you have a problem.



Let us know if you can't make it to services.

Let us know if you are sick or unwell.



Let us know if your information changes.



Act respectfully and safely towards everyone.

Join in with your supports



Make sure you pay any fees.



Tell your support worker if you see something unsafe.

Help keep your workers safe by keeping your home tidy (if they're supporting you at your house.)

Glossary

Advocate

Someone who helps you speak up for what you want or need.

Complain

Telling someone when you are unhappy, or something is wrong.

Discrimination

When someone is treated unfairly because of who they are.

Feedback

Telling someone how they did, whether good or bad.

Interpreter

A person who helps you understand by changing words from one language to another.

Invoices

A piece of paper that shows how much money something costs you.

NDIS Quality and Safeguards Commission

The group that makes sure NDIS (and Goulburn Options) services are safe and good.

Responsibilities

Things you are expected to do.

Resolve

To fix a problem.

Rights

Things you are always allowed to do or ask for, no matter what.

Schedule of Support

A piece of paper that shows what supports you received.