

# CLIENT RIGHTS



This information sheet has been developed to help everyone understand and know their rights.

## WHAT ARE RIGHTS?

The basic things that everyone has to keep them safe and to be given a good life. Everyone in Australia has rights.



## YOUR RIGHTS

### YOU HAVE THE RIGHT TO:

- Make choices about your life
- Be told about the help you are getting
- Understand what people tell you
- Ask questions so that you can make good choices
- Know who to tell if you are unhappy.



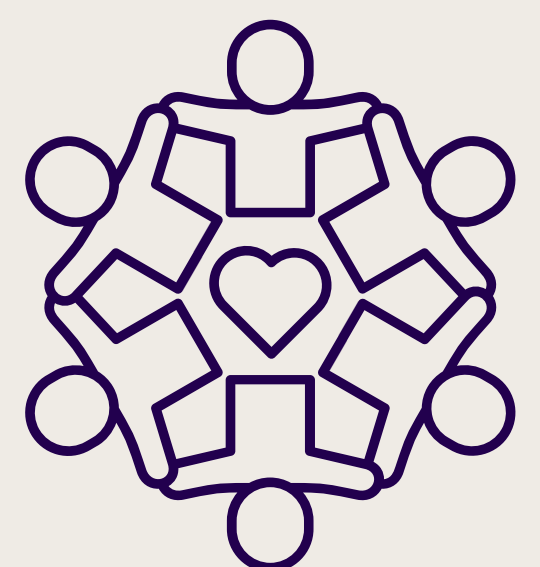
### WHEN YOU TELL PEOPLE IMPORTANT THINGS, YOU HAVE THE RIGHT FOR:

What you say to be kept a secret.



### YOU HAVE THE RIGHT TO BE TREATED THE SAME AS EVERYONE ELSE NO MATTER:

- Who you are
- Where you live
- Whether you are a man or woman
- What job you have
- What language you speak
- Whether you have a disability
- What your religion is
- Whether you are rich or poor.





## YOU HAVE THE RIGHT TO:



- Feel **safe** and be treated **fairly**
- Experience a healthy and respectful environment.

You should not be physically hurt or harmed or made to feel unhappy by others in anyway.

## YOU HAVE THE RIGHT TO:

- Have your own space
- Ask for changes to be made to help you and meet your needs
- Be told about your rights as they change over time
- Understand what you are being told.



## YOU HAVE THE RIGHT TO PRIVACY

### WHAT IS PRIVACY?

Privacy is when you or a group of you have time to yourselves.

Privacy is also when you tell someone information about yourself and they have to keep it a secret.



### YOU HAVE THE RIGHT TO:

- Have time to yourself
- Show closeness and affection to the people that you love
- Be asked before your information is used or collected
- Be told what information is collected about you and how it will be used
- Have your information stored safely.

## UNDERSTANDING YOUR RIGHTS



You have the right to be told about your rights:

- At the beginning of your services
- Throughout your services
- If your rights change.

If you do not understand your rights you can ask a staff member, family member, a close friend or anyone else that you trust.