



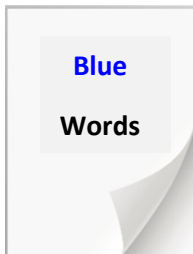
Better Together

Your Service User rights and Responsibilities

Better Together



Easy English



Some words in this book are in **blue**. You can find out what these words mean at the end of this book. Go to page 13.



This book tells you about your

- **rights**
- and
- **responsibilities**

as a Better Together Service User.



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What are your Service User responsibilities at Better Together?



Service User responsibilities are the things that you need to do as a Better Together Service User.



You must treat everyone with **respect**

To treat a person with respect means to

- treat them well

and

- think about their
 - feelings

and

- rights



Everyone should be treated with respect including

- Better Together staff

and

- other Better Together Service Users





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Treating a person with respect includes

- not using swear words at people
- not saying mean things
- not spitting at people
- not pushing

and

- not hitting



You have to pay for the services you get from Better Together.



Everyone at Better Together should feel safe.

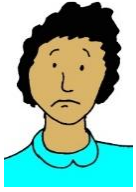
You should

- speak up if you feel unsafe
- or**
- if you think that someone else is unsafe





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If you feel

- unsafe

or

- think that someone else is unsafe



you can talk to your

- support worker
- service manager

or

- a family member



You can also contact Better Together's Office. You

can

- call 07 54992230

or

- email contact@bettertogether.net.au





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Your Service User rights at Better Together



You have a right to be treated as an **individual**

This means that from Better Together you can expect

that



- your life **goals** are
 - understood**and**
 - **respected**



- you are supported to achieve your life goals



- you are treated
 - fairly**and**
 - equally





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This means to be treated just like everybody else regardless of your disability.

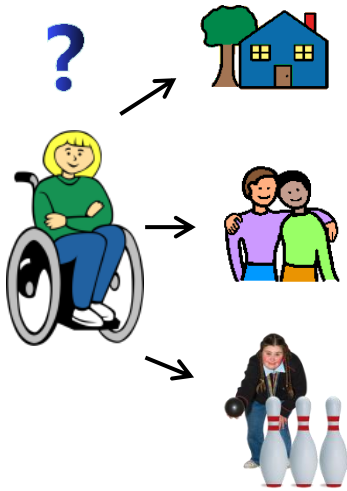


- You can choose how you want to live your life. This includes

- where you live
- who your friends are
- how often you see your friends
- how often you see your family
- if you want to work
- where you want to work

and

- what you do for fun

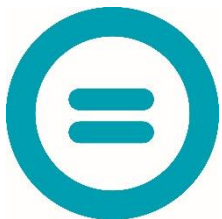


- you can choose to be supported by

- an **advocate**

and

- other **services**

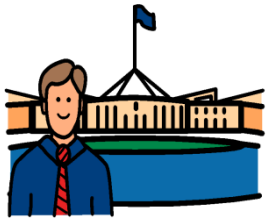


You have a right to expect that Better Together will work hard to make sure that people with disability are treated as equal to all other people in **society**



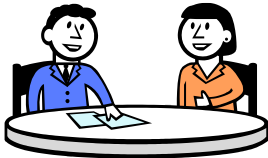
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Better Together will



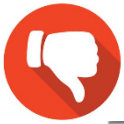
- work with the government

and



- other people

to continue to make its services better



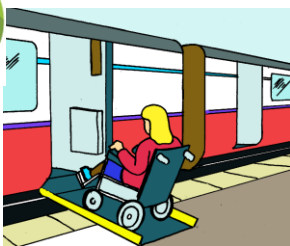
Better Together will make sure that people know about how to make it

- better

and

- easier

for people with disability to use **public places**



These are the places where everyone can go to.

For example



- libraries
- train stations
- airports
- hospitals

or





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- swimming pools



You have a right to expect your **relationships** with the people who support you will be

- open
- and**
- honest

This means



- getting clear **communication** about your
 - **supports**

and

 - services



- that what you pay for your services and supports
 - is fair

and

 - that you understand the **prices** of these supports and services



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You have a right to expect good services from Better Together

This means



- you get services that are
 - good quality**and**
 - safe



- that Better Together gives you an easy way to
 - make a **complaint****and**
 - give us **feedback**



please see **Your Better Together**

Service User Handbook in Easy English to find out how to



- provide feedback
- or**
- make a complaint





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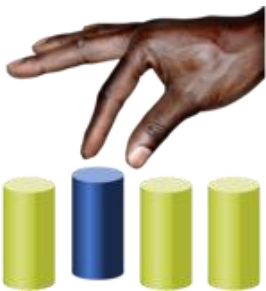


You have a right to make **informed choices**

This means being supported to



- make your own decisions about your
 - life
 - supports**and**
 - services
- learn about different
 - options**and**
 - services you can choose from



You can expect your supports and services to be

free from

- **exploitation**
 - **abuse**
 - **discrimination**
 - **harassment**
- and**
- **neglect**





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You have a right to expect supports and services that
empower you

Empower means to

- support

and

- encourage you to make your own

- decisions

and

- choices



You can expect that Better Together will support you

in your

- decisions

and

- choices



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What the blue words mean

rights	What all Better Together Service Users are entitled to. For example <ul style="list-style-type: none">• to be treated as an individual• to receive good quality services• to feel respected and <ul style="list-style-type: none">• to feel safe
responsibilities	The things that you need to do as a Better Together Service User. For example <ul style="list-style-type: none">• to treat everyone with respect including<ul style="list-style-type: none">○ Better Together staffand<ul style="list-style-type: none">○ other Better Together Service Users• to pay for the services you get• speak up<ul style="list-style-type: none">○ if you feel unsafeor<ul style="list-style-type: none">○ think that someone else is unsafe
individual	A person that is <ul style="list-style-type: none">• separate from other people



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	<ul style="list-style-type: none">• with their own<ul style="list-style-type: none">○ needs <p>and</p> <ul style="list-style-type: none">○ goals
goals	<p>Things in life that</p> <ul style="list-style-type: none">• are important to you <p>and</p> <ul style="list-style-type: none">• that you want to achieve <p>For example it may be</p> <ul style="list-style-type: none">• to study• to get a job <p>or</p> <ul style="list-style-type: none">• to volunteer
respect	<p>To treat someone with respect means to</p> <ul style="list-style-type: none">• treat them well <p>and</p> <ul style="list-style-type: none">• think about their<ul style="list-style-type: none">○ feelings <p>and</p> <ul style="list-style-type: none">○ rights
advocate	<p>A person who wants what is best for you.</p> <p>An advocate can help you</p>



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	<ul style="list-style-type: none">• say what you want <p>and</p> <ul style="list-style-type: none">• understand information <p>An advocate can</p> <ul style="list-style-type: none">• listen to you• find out what you want <p>and</p> <ul style="list-style-type: none">• what you want to do to make that happen• help you say what you need• support you to make phone calls <p>and</p> <ul style="list-style-type: none">• go to meetings <p>An advocate can be a</p> <ul style="list-style-type: none">• friend• family member <p>or</p> <ul style="list-style-type: none">• volunteer
<p>service</p>	<p>You pay someone to do something for you.</p> <p>For example</p> <ul style="list-style-type: none">• a support worker



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	<ul style="list-style-type: none">• a hairdresser to cut your hair <p>or</p> <ul style="list-style-type: none">• a company for your mobile phone services
society	<p>A group of people who live together in a</p> <ul style="list-style-type: none">• country <p>or</p> <ul style="list-style-type: none">• region <p>and have their own</p> <ul style="list-style-type: none">• way of life <p>and</p> <ul style="list-style-type: none">• rules
relationships	<p>How we</p> <ul style="list-style-type: none">• behave with other people <p>and</p> <ul style="list-style-type: none">• relate to other people <p>For example</p> <ul style="list-style-type: none">• your support worker• a nurse <p>or</p> <ul style="list-style-type: none">• other people in your life



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communication

The way you talk to people. The way you tell people

- what you are thinking
- how you feel

or

- what you need

There are different ways to communicate. For example

- speaking
- pictures

or

- moving your head

supports

The help you get with

- daily life

and

- things you want to do

price

How much money something costs



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complaint

Telling someone if you are not happy with

- a Better Together service
- the way you have been treated

or

- someone who works at Better

Together

A complaint can be

- verbal
- written
- formal

or

- informal

You can make a complaint

- within Better Together

or

- externally

You can ask an advocate to help you make a complaint.

Please see **Your Better Together Experience**

document in Easy English to find out how to

- provide feedback



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	<p>and</p> <ul style="list-style-type: none">• how to make a complaint
feedback	<p>Giving feedback means telling us what you think about</p> <ul style="list-style-type: none">• Better Together• our service <p>or</p> <ul style="list-style-type: none">• someone who works at Better Together <p>Feedback can be</p> <ul style="list-style-type: none">• positive <p>or</p> <ul style="list-style-type: none">• negative
exploitation	<p>Treating someone unfairly in order to benefit from them.</p>



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abuse

Treating someone with

- cruelty

and

- violence

Abuse can be

- physical
 - verbal
 - financial
 - emotional
 - sexual
 - social
- or**
- spiritual

Abuse is against the law.

discrimination

Discrimination means being treated

- unfairly

or

- not getting what you need because you have disability



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harassment

A behaviour towards another person that

- is offensive
- humiliating

or

- intimidating

Harassment can be

- ongoing

or

- it may be just one time

Harassment because of the disability of a person is against the law.

neglect

This means someone does not get the care they need.



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The Easy English in this book was written by Better Together in October 2019.

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