



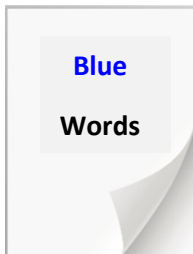
# Better Together

## 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.



# Better Together

## 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





# Better Together



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





# Better Together



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 5499 2230

or

- email [contact@bettertogether.net.au](mailto:contact@bettertogether.net.au)





# Better Together

## 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





# Better Together

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

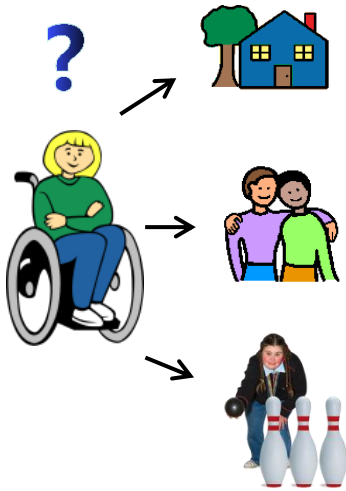


- You can choose how you want to live your life. This includes:

- 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

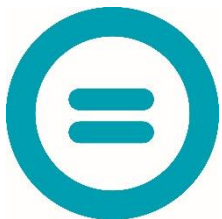


- you can choose to be supported by

- an **advocate**

**and**

- other **services**

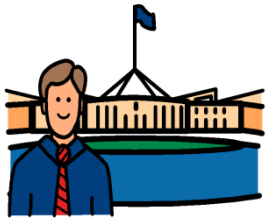


You have a right to expect that Better Together will work hard to make sure that people with disability are treated as equal to all other people in **society**



# Better Together

Better Together will



- work with the government

and



- other people

to continue to make its services better



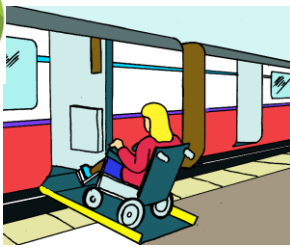
Better Together will make sure that people know about how to make it

- 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





# Better Together

- 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





# Better Together

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



# Better Together

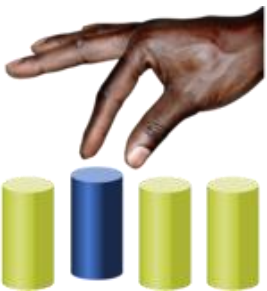


You have a right to make **informed choices**

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**





# Better Together



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



# Better Together

## What the blue words mean

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



# Better Together

	<ul style="list-style-type: none"><li>• with their own<ul style="list-style-type: none"><li>○ needs</li></ul></li></ul> <p><b>and</b></p> <ul style="list-style-type: none"><li>○ goals</li></ul>
<b>goals</b>	<p>Things in life that</p> <ul style="list-style-type: none"><li>• are important to you</li></ul> <p><b>and</b></p> <ul style="list-style-type: none"><li>• that you want to achieve</li></ul> <p>For example it may be</p> <ul style="list-style-type: none"><li>• to study</li><li>• to get a job</li></ul> <p><b>or</b></p> <ul style="list-style-type: none"><li>• to volunteer</li></ul>
<b>respect</b>	<p>To treat someone with respect means to</p> <ul style="list-style-type: none"><li>• treat them well</li></ul> <p><b>and</b></p> <ul style="list-style-type: none"><li>• think about their<ul style="list-style-type: none"><li>○ feelings</li></ul></li></ul> <p><b>and</b></p> <ul style="list-style-type: none"><li>○ rights</li></ul>
<b>advocate</b>	<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"><li>• say what you want</li></ul> <p><b>and</b></p> <ul style="list-style-type: none"><li>• understand information</li></ul> <p>An advocate can</p> <ul style="list-style-type: none"><li>• listen to you</li><li>• find out what you want</li></ul> <p><b>and</b></p> <ul style="list-style-type: none"><li>• what you want to do to make that happen</li><li>• help you say what you need</li><li>• support you to make phone calls</li></ul> <p><b>and</b></p> <ul style="list-style-type: none"><li>• go to meetings</li></ul> <p>An advocate can be a</p> <ul style="list-style-type: none"><li>• friend</li><li>• family member</li></ul> <p><b>or</b></p> <ul style="list-style-type: none"><li>• volunteer</li></ul>
<p><b>service</b></p>	<p>You pay someone to do something for you.</p> <p>For example</p> <ul style="list-style-type: none"><li>• a support worker</li></ul>



# Better Together

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



# Better Together

## 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





# Better Together

## 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



# Better Together

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



# Better Together

**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



# Better Together

<b>harassment</b>	<p>A behaviour towards another person that</p> <ul style="list-style-type: none"><li>• is offensive</li><li>• humiliating</li></ul> <p><b>or</b></p> <ul style="list-style-type: none"><li>• intimidating</li></ul> <p>Harassment can be</p> <ul style="list-style-type: none"><li>• ongoing</li></ul> <p><b>or</b></p> <ul style="list-style-type: none"><li>• it may be just one time</li></ul> <p>Harassment because of the disability of a person is against the law.</p>
<b>neglect</b>	<p>This means someone does not get the care they need.</p>



# Better Together

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

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