

This document includes:

1. How do I use this document?
2. What are my rights?
3. What is Autism Queensland's commitment to my rights?
4. What is an Independent Advocate and how can I access one?
5. Who can I contact for more support?

1. How To Use This Document



- This document provides short, clear text. Images and symbols help to explain certain parts.
- Important words are in **bold green** text. They will appear thicker, darker, and green in colour.
- You can ask for help to understand this document.

2. Your Rights:



This document is about **your rights**. A right is a rule about what you are allowed to have or do.

Autism Queensland adheres to Australian legislation including the *Human Rights Act 2019 (Qld)*.

As a person and a client of Autism Queensland, you have rights to:



- **choice.**
- be treated with **dignity** and **respect**. This means you are valued for who you are and treated positively and fairly.
- be respected for your religious and cultural beliefs.



- be a **valued member of the community.**
- be **listened to** and supported to make decisions about your life.



- receive specific **support that meets your needs**.
- **receive information** about your supports and how they are delivered.



- **make a complaint** if you are unhappy with any aspect of the service.
- have complaints **dealt with fairly** and properly.



- **privacy**. Privacy means we will not share your personal details unless you say we can, or the law says we have to.
- **be safe and feel safe**.

3. Autism Queensland's Commitment to Your Rights

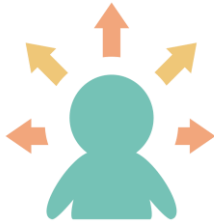
Autism Queensland is committed to providing services and supports that:



- upholds **equality**
- **protects** against financial, sexual, physical and emotional abuse
- prevents neglect or exploitation



- clear, open and **honest communication** with you
- services that are focused on you and directed by you.
- respect for your right to **choice and control** of your supports.



- fair and equitable **access to services**.
- choose who you want to **support in decision making**.
- a life of **participation, opportunity and choice**.

4. Independent Advocacy



You have the right to ask for help and support from an independent advocate.

An **independent advocate** is someone who can speak, act, or write on your behalf. Their job is to make sure you have choice and control over decisions in your life.



You can search for an independent advocate here: **askizzy.org.au**

5. Contact Us

If you have any questions about your rights, ***please talk to us.***



You can **call** us on (07) 3273 0000.

We are available Monday to Friday from 8.30am to 4.30pm.



You can **email** us at admin@autismqld.com.au



We welcome all feedback.

You can provide feedback on our website or by email.



Website: <https://autismqld.com.au/page/feedback>

Email: feedback@autismqld.com.au

You can find our full Clients' Rights Policy on our **website**.