

Clients' Rights Policy (Easy Read)

This document will tell you about:



- How to use this document.
- Your rights.
- Autism Queensland's commitment to your rights.
- How to access an Independent Advocate.
- How to contact Autism Queensland.

How To Use This Document:



- This document uses 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 a family member, support person or AQ staff member for help to understand this document.

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Your rights



This document is about **your rights**.

A right is a rule about what you are allowed to have or do.

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

As a person and a client of AQ, 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**;

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- **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.**

Autism Queensland's Commitment to Your Rights



AQ is committed to providing services and supports that:

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

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- 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**.

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



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If you need **translating** or **interpreting** services, you can contact:



- Translating and Interpreting Service 131 450 or TTY 33 677
- The **National Relay Service** on 1800 035 544

Contact Us



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



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

We are available **Monday to Friday** between **8.30am to 4.30pm.**



You can email us at css@autismqld.com.au

We welcome all feedback.



You can provide feedback on our website or by email

- website: autismqld.com.au/provide-feedback/
- email: feedback@autismqld.com.au

You can find our full Clients' Rights Policy on our [website](#).