

Easy Read

Your Rights and Responsibilities

Kameleon Group

About This Document

This document tells you about your rights when you get support from Kameleon Group. It also tells you about your responsibilities. A responsibility is something you agree to do.

Getting Help

If you need help to understand this document, you can ask:

- A Kameleon Group staff member
- A family member or friend
- An advocate or interpreter

Your Rights

As a person getting supports from Kameleon Group, you have the right to:

- **Dignity and respect.** You will be treated with dignity and respect at all times.
- **Choice and control.** You can make your own decisions about your supports and how they are given to you.
- **Privacy.** Your personal information will be kept private and safe.
- **Freedom from harm.** You have the right to be safe from violence, abuse, neglect and unfair treatment.
- **Cultural safety.** Your culture, beliefs and identity will be respected.
- **Dignity of risk.** You can make your own choices, even if there is some risk, just like everyone else.

- **Use an advocate.** You can have an advocate speak up for you at any time, including during a complaint.
- **Raise concerns without fear.** You can make a complaint or share a concern. This will not stop your supports or change how you are treated.
- **Give or take back consent.** You can say yes or no, or change your mind, at any time.
- **Get information you understand.** You can get information in Easy Read, another language, or with an interpreter.

Your Responsibilities

So we can support you well, we ask that you:

- **Tell us your needs.** Let us know how you would like your supports to be delivered.
- **Be respectful.** Treat our staff with courtesy and respect.
- **Speak up.** Tell us if you have any concerns about your supports.
- **Give notice.** Let us know as early as you can if you cannot make a session.
- **Tell us about changes.** Let us know if your NDIS plan changes, stops, or is replaced.
- **Keep us safe.** Provide a safe space for home visits and tell us about any risks.
- **Cancelling supports.** You can stop your supports at any time. Giving us 2 weeks' notice helps us plan.

Making Choices and Giving Consent

Consent means saying yes to something after you understand it.

- **Take your time.** You can take the time you need to decide.
- **Ask for help.** You can ask family, friends or an advocate to help you decide.
- **Change your mind.** You can say yes, say no, or change your mind at any time.

If You Are Not Happy

- **Tell us.** You can tell us if something is wrong or you are not happy.
- **We will listen.** We will listen to you and try to fix the problem.
- **No change to your supports.** Making a complaint will not stop or change your supports.
- **Outside help.** You can also contact someone outside Kameleon Group for help.

Who You Can Contact

Kameleon Group: 1300 10 10 69

Website: www.kameleongroup.com.au

NDIS Quality and Safeguards Commission: 1800 035 544

You can also ask for help from an advocate at any time.

This Easy Read document is based on Kameleon Group's Client Rights and Responsibilities Policy and Procedure.