

Know your rights

An easy read guide.



ICLA 

Independent Community
Living Australia
Everyday life changing

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Providing you with support

People who receive ICLA services have the right to:



Be treated **fairly** and with respect



Take part in the **community** and feel included



Make your own **decisions** and **set goals**.
ICLA will work with you to achieve them



Tell us **what you think** about our services



Find and access the **services** you want



Expect ICLA services to be **well managed**

Knowing your rights

ICLA works hard to ensure **your rights are being met**. This empowers you to:



Get help when you need it



Choose and **receive** agreed services



Choose to **involve** your family and carers



Feel safe and be **treated well**



Try new things – this might mean taking risks



Let us know what is **important to you** and get support **communicating** your feelings



Have your **privacy respected** and your information kept safe



Brighten up your day



Guy grocery shopping



Jake remembering his birthday on the Gold Coast



Melissa appreciating the beauty of nature on her day out



Heather and Regina enjoying a stroll through Centennial Park



Jim spending a day on the harbour



Anthony feeding Harry Trotter



Teresa and Alumita playing Scrabble



Michael going for a board walk along the beach

A diverse community

ICLA will help you to access your **local community**. This means that:



You can decide **when and where** you will have contact with your **family and friends**



You can work with your family and other organisations to help you do **activities you will enjoy**



ICLA will learn about **what you like to do**



ICLA will support you to do the things that you **want to do**



ICLA will understand and respect your **cultural background**

It's your choice

ICLA will **support your decisions and goals** and help you work towards **your goals**. This includes:



Working with **other service providers** that may help you achieve your plans



Discuss with you the **good and bad** about the decisions you make



Assist you to access an **advocate** if you feel they could help

ICLA works hard to show you respect at all times, this covers topics like:



Your cultural background or faith



If you are in a relationship or not



Your sexuality



Your age



Feedback and complaints

You have the right to give us **feedback** or **make a complaint** to tell us what you think about the services you receive.



ICLA will provide you with opportunities to **tell us what you think** about our services



ICLA will **always listen** and take your complaints seriously



You **should not feel bad or sad** for telling us what is wrong



ICLA will try to **learn and fix any problems**



Your complaints and information will be **kept private**



ICLA will **keep you updated** about the progress of your complaint

Getting in touch

It is best to first talk to an **ICLA staff member** you trust. You could also ask a **friend or family member** for help.

Please see our **Feedback and Complaints booklet** for more detailed information.

To provide feedback or make a complaint:



Call (02) 9281 3338



Email: complaints@icla.org.au
or feedback@icla.org.au



Mail a Feedback and Complaints Form to:
PO Box K305, Haymarket, NSW 1240





**Find the right
services for you**

Accessing services



Everyone **can ask** about ICLA services



Everyone has the right to **find and access** the services they need



ICLA will clearly explain how to **join and leave** a service



If you can't use an ICLA service you **will be told why**

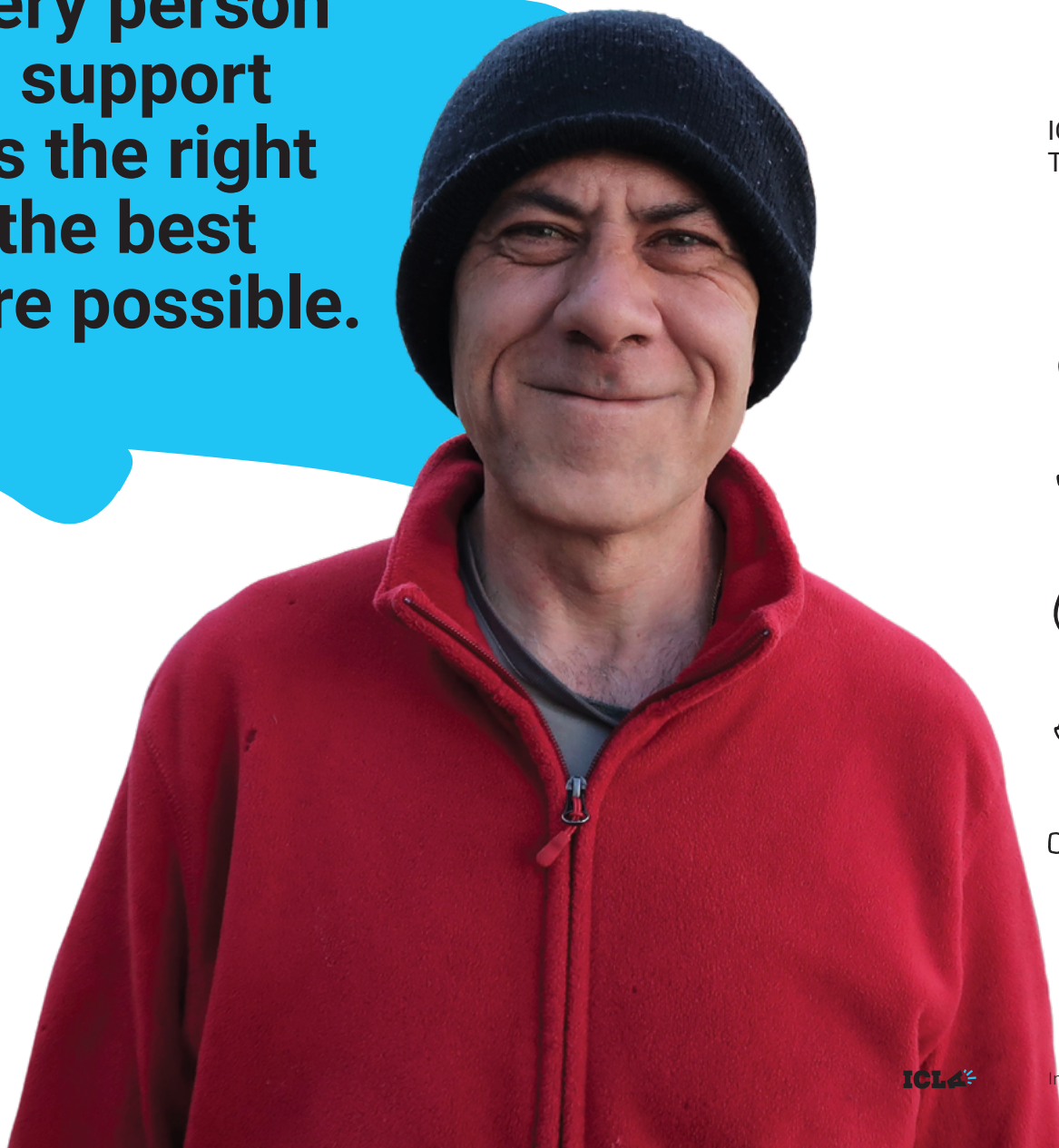


ICLA will **put you in contact** with another organisation who may be able to help you



ICLA provides information in different ways to ensure that our **messages are understood**

Every person
we support
has the right
to the best
care possible.



Quality services

ICLA works hard to make sure our services are well managed. This includes:



Staff that are **well trained** and **good at their jobs**



Communicating well



Have **good processes** in place to manage finances, staff and safety



Making sure there are **no problems** and **fix any problems** that might appear



Obeying the laws



Get feedback on services from the people
ICLA supports, families, carers and advocates

Reach out

ICLA offers services that are targeted at supporting individuals to achieve their personal goals, increase their confidence, independence and opportunity for social and community connection.

How you can reach us:



(02) 9281 3338



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