


What you need to know.

Easy English



In this booklet

- your rights
- your responsibilities
- having a say about our services
- giving feedback

Getting help from us at Infinite Ability

Do you need help to understand this booklet?



You can ask for an interpreter.

You can ask for a supporter like your friend or a family member to help you talk with us.

Your rights

**PRIVATE &
CONFIDENTIAL**

. We will keep your information private and safe.



. We will only give your information to others if you say it's okay

OR



. If you are being hurt, or planning to hurt yourself or someone else. The law says we must report this.

. To ask to see information we keep about you.

. To feel safe and be listened to.



. You will be treated with respect and talked to nicely.

. To choose the help you want from us.

. You can stop getting help from us at any time.



. You can complain if you are not happy with us.

Giving feedback

You can make a complaint or give a compliment.

1.



Talk to your Infinite Ability worker.

OR



Contact the Infinite Ability Privacy, Feedback and Complaints Officer by phone, email or letter.



Phone this number 1300 044 422

OR



Email info@infiniteability.com.au

OR



Send a letter to

Infinite Ability, 268 Settlement Rd,
Thomastown, Vic 3074; or

Anonymously, using the Suggestion Box located
at Infinite Ability's Office.

You can make a complaint outside of Infinity Ability

NDIS Quality and safeguards Commission

Online: www.ndiscommission.gov.au

Phone: 1800 035 544

Australian Human Rights Commission

Phone: 1300 656 419

Online: humanrights.gov.au

Your Responsibilities



Tell us important things about you so we can help you.



Treat us with respect and talk to us nicely.



Follow the service rules.



No smoking at our services

Having a say about our service



. You can have your say about making Infinite Ability services better.



. There are lots of ways you can tell us what you think.



. You could speak up in a group or fill in a survey.



. If you want more information about this, you can email info@infiniteability.com.au

. We will ask you if you want us to send you information about things that are happening at Infinite Ability.