

# WHAT ARE MY RIGHTS?

THIS DOCUMENT IS ABOUT HOW UNIQUE DIRECTIONS MAKES SURE YOUR RIGHTS ARE MET



If you need help saying what you want, you can get an **advocate**. An advocate is an independent person who will speak for you. If you want an advocate, we can help you find someone you feel comfortable with.



If you are not happy with our service, you can make a **complaint**. Your complaint will help us improve our services.



You can make your own **choices**. We will give you all the information you need to make the right choice.

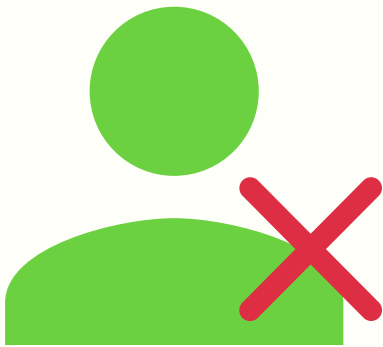


You have the **right to**:

- Have your values and beliefs respected
- Make informed choices
- Be protected from violence, abuse, neglect, exploitation & discrimination

# WHAT ARE UNIQUE DIRECTIONS RESPONSIBILITIES?

THIS DOCUMENT IS ABOUT HOW UNIQUE DIRECTIONS MAKES SURE YOUR RIGHTS ARE MET



We aim to ensure there is no **conflict of interest** between you and our staff. A conflict of interest is when someone does not do their job fairly. They may provide better services to one participant than other participants.



We have a **duty of care** to protect you from getting hurt as we help you reach your goals.



We protect your **private** information.



We create a **service agreement** that explains all the services you will receive. This also helps us understand if our services are meeting your goals.