

Your rights

Policy 5

What sort of help you can get from a service

What you can do



You can get help from a service, no matter who you are.

For example,

- What disability you have
- What culture you come from
- Whether you are married or single
- What language you speak
- your religion

You should know where you can get help.

You may need help



- With a day service



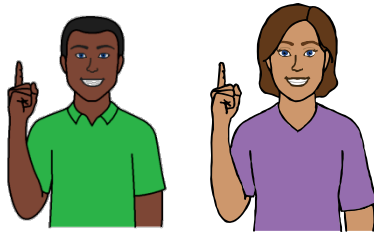
- At home



- At work



- With therapy



You should know how to get help

For example,

- Who can get help
- How to get help
- How long you have to wait
- How to stop



You may need help from **more than one** service.

You can get support to find different services.

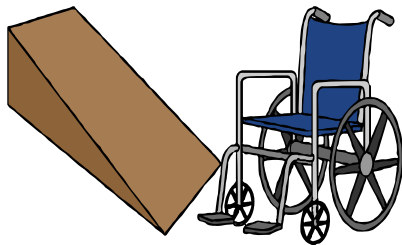


What I Am Here should do for you

I Am Here should be good quality service

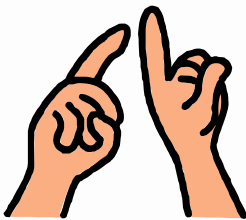
I Am Here should help you with your needs.

For example,



You may use a wheelchair.

I Am Here must make a ramp so you can get into the place.



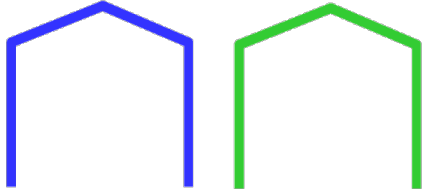
You may use hand signs

I Am Here staff need to learn your signs



You may need a quiet place to work

I Am Here should find a quiet place for you



One service may not meet all your needs

I Am Here must

- Tell you about other places
- Support you to contact other places.



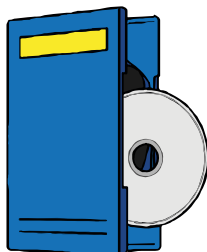
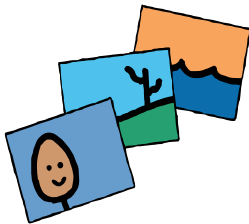
I Am Here must give you information

- Fast
- In a way your understand



You may need

- Forms and letters that are easy to read
- Photos to help you understand



- A DVD about the service



- Staff to talk to you and your family

Staff must ask you first.