

# Equality and Access



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## **You have the right to be treated as an equal citizen.**

Your group of supporters, including your service, needs to support your rights to: choice and control in your life, accessible public spaces, accessible public services like social security and health services, make your own decisions and be free from restrictive practices.

[Click here](#) for more information about equality and access.

If you want a service which will practically support your right to be treated as an equal citizen in the context of any other support you could ask the following questions.



How do you support people to learn about their rights in relation to your service?



Describe how you would support my decision making with day-to-day decisions and significant decisions.



How do you support people when English is not their first language, to have their views heard?



Do you provide information about your service in accessible formats eg Easy Read, Plain Language, Audio, braille and other language formats.



How do your staff assist Aboriginal people and people from diverse cultural backgrounds to address their concerns and uphold their rights.

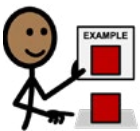
Do you have information and resources about your service in culturally secure formats, relevant to Aboriginal people?



Describe your complaints and grievance process.



When people have had their rights threatened or denied, how have you supported them? Can you give me examples?



Give me an example of how you've connected people to good advocacy.



Would you support me if I needed help to make a complaint to your organisation or an independent complaints agency?



Can I have an advocate of my choosing come to any meetings or appointments I want?

