

Participant Induction Pack

Prepared by Centro ASSIST
Version 1.0



Yumba Bimbi
Support Services
Easy Read

Registered **NDIS** Provider

building
inclusive
communities



Hard words

This book has some hard words.



The first time we write a hard word

- the word is in **red**

- we write what the hard word means.



You can get help with this book

You can get someone to help you

- read this book

- know what this book is about

- find more information.





About this book

This Document is about how we make sure your rights are met.



What Are my rights?

If you need help saying what you want, you can get an **Advocate**.

An advocate is an **independent** person who will speak for you.

(An independent person is someone who is free from the influence or control of another person)

If you want an advocate, we can help you find one.



If you are not happy with our service, you can make a **complaint**.

A complaint is you telling us if you are not happy with our services. This 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.

We will support your choice.



You have the **right** to:

- have your values and beliefs respected



- make informed choices



- be protected from violence, abuse, or discrimination

- have your needs met.

What are our responsibilities?



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 keep you safe as we help you reach your goals.
A duty of care means we make sure you are safe.



We protect your **private** information. Your private information is information that is only about you and belongs to you that not everyone needs to know about.



We create a **service agreement** that explains all the services you choose to receive. A service agreement is something that:

- outlines the services you want
- how much they will cost
- information about yours and Yumba Bimbi's rights
- and we both sign it.

This also helps us to understand if our services are meeting your goals



More information

For more information contact the Yumba
Bimbi Support Services.



Call 07 4987 7933



Email
admin@yumbabimbi.com.au

or

[Use our Online form here](#)

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