Easy Read

Your rights and what you need to do

A summary of part of the Centacare Participant Handbook.
Centacare is a service of CatholicCare Sydney.

This is a sample. It was made from a public Centacare document to show what Easy Read looks like. Centacare did not make it or check it. Do not rely on it. Read the full document here: catholiccare.org/documents/406/Centacare-participant-handbook-digital.pdf

About this document



Centacare has a handbook for people who use its services.



This document tells you about:

- your **rights**
- what you need to do
- what happens if you cancel.



Rights are rules about how people must treat you.



You can ask someone to help you read this document.

A friend, family member or support person can help you.

Your rights



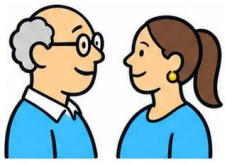
You can see the information Centacare keeps about you.



You can know what level of service to expect.



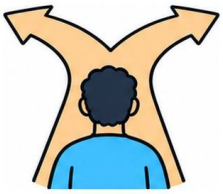
Your services must be safe.



Your services must respect you.

They must fit your needs and your culture.

More of your rights



Your views and choices come first when Centacare plans your services.



Centacare must keep your information private.



Centacare will help you understand your rights and use them.



You can say no to a service.

People who can help you



An **advocate** is a person who speaks up for you.

You can choose an advocate.



A **guardian** is a person the law says can make choices for you.

Centacare will respect their rights too.



If you say yes, your guardian can help make choices about your plan.

If you are not happy



You can make a **complaint**.

A complaint is when you tell someone that something is wrong.



You will not be treated badly because you made a complaint.



Centacare will deal with your complaint fairly and quickly.



You can call the complaints phone number.

9885 7090

What you need to do



Tell Centacare if you cannot come.

Tell them at least 24 hours before.



You can tell them:

- by phone
- by email
- by voicemail
- in person.



Respect other people who use the service.

Respect Centacare staff.

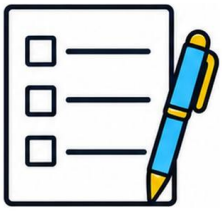
More things you need to do



Take part in your service.



Be on time.



Give true information about yourself.



Look after Centacare's things.



You are responsible for what happens because of your choices.

If you cancel



You may have to pay a fee if you do not tell them 24 hours before.



Your **service agreement** says what the fee is.

A service agreement is a written deal between you and Centacare.



Centacare can only charge this fee 8 times in a year.



You might cancel a lot.

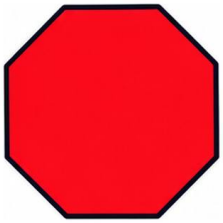
Then you will need to look at ways to cancel less.

A person who acts for you can do this too.



If you want to change your program, tell them 2 weeks before.

Stopping or changing your services



You can stop your services.

Centacare will respect this.

They will ask why, so they can try to fix any problems.



Services may change or stop if Centacare has less money or staff.

Centacare will try to link you with other services.



There might be a safety problem.

Centacare will talk with you about it.



Services may be paused if people will not work together to fix the safety problem.

Contact Centacare



You can call.

13 18 19



You can send an email.

centacare.enquiries@catholiccare.org



You can visit.

Units 1 and 2, 112 Benaroon Road, Belmore NSW 2192



Centacare is open Monday to Friday.

It is closed on public holidays.

Word list

Advocate

A person who speaks up for you.

Complaint

When you tell someone that something is wrong.

Guardian

A person the law says can make choices for you.

Rights

Rules about how people must treat you.

Service agreement

A written deal between you and Centacare.