

# Participants Guide

## Participant Induction Pack



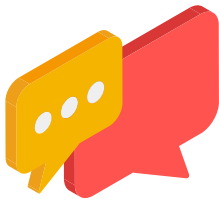
# ABOUT

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

If you would like to provide feedback or make a complaint, you can contact us via the following:



(07) 3385 0204



[info@lightstreetcare.com.au](mailto:info@lightstreetcare.com.au)



[lightstreetcare.com.au](http://lightstreetcare.com.au)



PO Box 236, North Lakes, QLD, 4509

# 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.

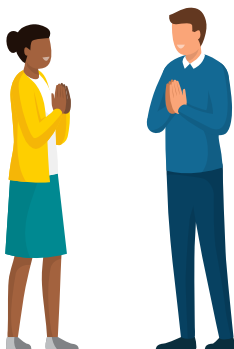
If you want an advocate, we can help you find one.



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 or discrimination

# WHAT ARE OUR RESPONSIBILITIES?



We aim to ensure there is no conflict of interest between you and our staff.

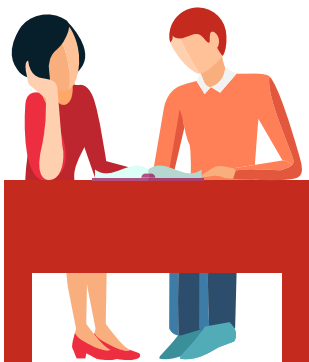
A **conflict of interest** is when someone does not do their job fairly. They may provide better services to one participant than other participants.



We have a **duty of care** to 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.