

Participant Induction Pack

Prepared by Centro ASSIST

Version 1.0

Material provided by Centro ASSIST as part of the service may not be retransmitted, reproduced, or otherwise distributed or used in any form without the express written consent of Centro ASSIST.

© 2018 Holocentric Pty Ltd, trading as Centro ASSIST
ABN: 73 052 972 095

ABOUT



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**.

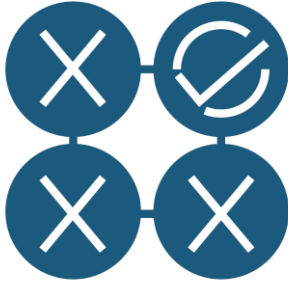
An advocate is an independent person who will speak for you.

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.