

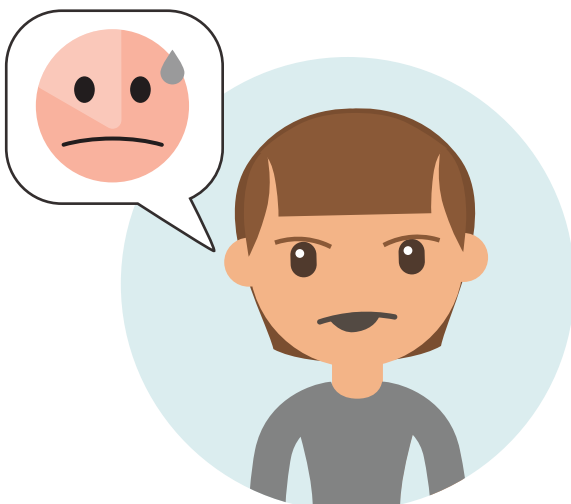
This information is written in an easy to read way. We use pictures to explain some ideas.

Some words are written in **bold**. We explain what those words mean.



You can ask for help to read this document.

A family member, friend or support person may be able to help you.



Let us know if you would like us to help you.

This information is about encouraging you to speak up if you are worried about your supports and services.

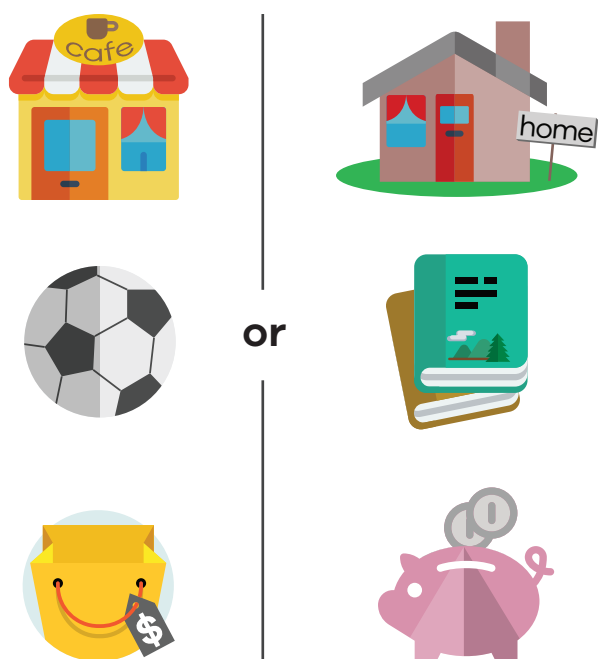


This information is about **choice and control**.

Choice and control means you have the right to make choices about your own life.

You can choose what you want from our services.

You can make decisions about how things work for you.



Choice and control includes

- making your own choices about what you want to do
- choosing your own goals
- deciding how you live each day and what you want from your life



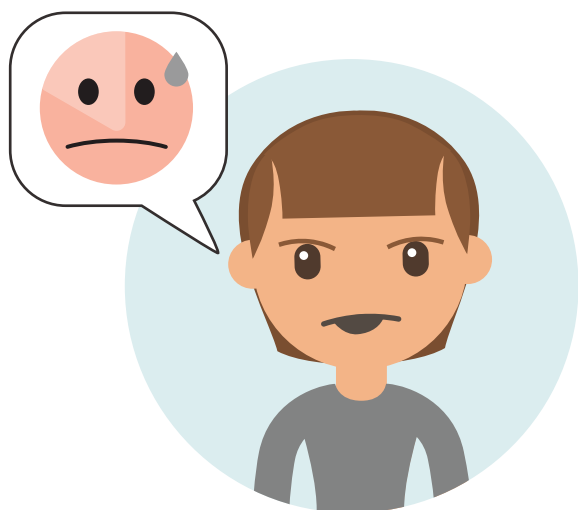
We will

- give you good information to help you make good decisions
- help you understand why you need to make decisions
- ask your family and friends about decisions, if you want us to
- following the law especially on decisions that affect your life including your health, safety and money



If you make a decision and change your mind later that is OK. You need to let us know and we can help you explain to others that you have changed your mind.

We respect your right to make decisions and choices.



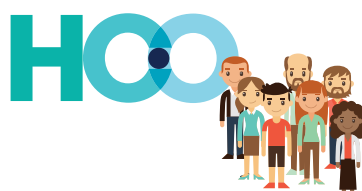
If you are worried about **anything** please ask HCO Staff for help.

Anything could include your activities, your choices or if you feel unsafe.



You can talk to your

- family or friends
- HCO Team Leader
- Support Coordinator
- Advocacy agency



If you want to make a complaint you can also contact the NDIS Quality and Safeguards Commission on 1800 035 544

