



Your rights with disability professionals



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- 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 book is from **Raising Children Network**.



Raising Children Network or

raisingchildren.net.au

is a website with information to help parents.



This book is about your **rights** when you work with **disability professionals**.



Rights means something everyone should be able to have or do.

Disability professionals are experts who help your child manage life with a disability better.

For example



- doctors



- therapists



- support workers.

What are your rights?



When you meet a disability professional you have the right to

- get a good and fair service



- get the support you need



- ask questions.

What disability professionals should do for you

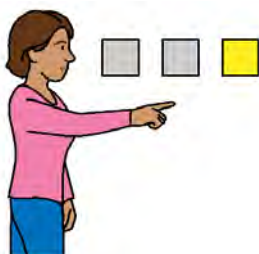
Working with you

Nobody knows your child better than you.



A good disability professional should

- be polite and respectful
- listen to you
- take the time to explain things
- help your family life
- help you make decisions
- help you find other services that you need.



Working with your child



Disability professionals should

- make your child feel comfortable



- talk to your child directly where possible



- focus on what your child can do already



- help your child to do more in the future

1	_____
2	_____
3	_____
4	_____



- set goals your child can achieve.

What if you are not happy with a disability professional?



You might **not** agree with a disability professional.



You might think

- your child is **not** getting enough support



- a therapy is **not** working.



You can say if you do **not** agree.



You still have a right to get a good service.



It is important to speak up when you are **not** happy with a disability service.

How to speak up



Tell the disability professional you want to have a meeting to talk about how you feel

- in person

or



- in a video call.

You might bring a support person to the meeting.

For example



- a friend
- a family member



- an **advocate**.



An advocate helps you say what you want for your child.

At the meeting



Say why you are **not** happy.



Show respect even if you feel upset.



Listen to what the disability professional has to say.

What if you are still worried after the meeting?



You can ask to talk to the manager of the disability professional.



The manager might be called

- the team leader

or



- the supervisor.



You can make a **complaint** if you are still **not** happy after you speak to the manager.



A complaint means you tell a person with more power

- what you are **not** happy about

- what you want to happen next.



You can make a complaint to

- your local member of parliament

- the **ombudsman** in your state or territory.



An ombudsman can make a disability professional follow the rules.



You can ask an advocate to help you make a complaint.

More information

Find an advocate



[disabilityadvocacyfinder.dss.gov.au/
disability/ndap/](https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/)

Find an ombudsman

You can contact the Commonwealth Ombudsman to make a complaint about the NDIS.



ombudsman.gov.au



Call 1300 362 072



Australian Capital Territory

You can make a complaint to the Human Rights Commission ACT.



hrc.act.gov.au/complaints



Call 02 6205 2222



New South Wales

You can make a complaint to the Health Care Complaints Commission.



hccc.nsw.gov.au



Call 1800 043 159



Northern Territory

You can make a complaint to the Health and Community Services Complaints Commission.



hcsc.nt.gov.au



Call 1800 004 474



Queensland

You can make a complaint to the ombudsman.



ombudsman.qld.gov.au



Call 07 3005 7000



South Australia

You can make a complaint to the Health and Community Services Complaints Officer.



hcsc.sa.gov.au



Call 08 8226 8666



Tasmania

You can make a complaint to the ombudsman.



ombudsman.tas.gov.au/complaints



Call 1800 001 170



Victoria

You can make a complaint to the Disability Services Commissioner.



[odsc.vic.gov.au/making-a-complaint/
how-to-make-a-complaint](https://odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint)



Call 1800 677 342



Western Australia

You can make a complaint to the Health and Disability Services Complaints Office.



[hadsco.wa.gov.au/Complaints/
Complaint-Form](https://hadsco.wa.gov.au/Complaints/Complaint-Form)



Call 1800 813 583

If you need help with English

Contact the Telephone Interpreting Service.



Call 131 450

If you need help to speak or listen

Use the National Relay Service.



nrschat.nrscall.gov.au/nrs/internetrelay



Call 1300 555 727

Give the relay officer the phone number you want to call.

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