

Customer information



www.cumberland.nsw.gov.au



Easy Read

About this information



Cumberland City Council made this information.



This information is for you when you use our services to get support.



This could be support with things like

- Getting information



- Speaking up about things that need to change.

It could also be support with things like



- Meals we bring to your home



- Transport to take you to programs or shopping



- Going out with a group



- Programs to help you feel happy and healthy like sports or arts.

Your rights



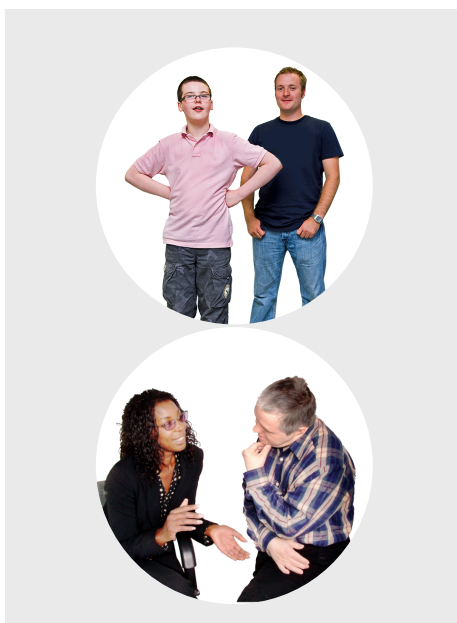
When you use our service you have **rights**.



Rights are things to help you keep safe and have a good life.



You have the right to an **advocate** or **legal guardian**.

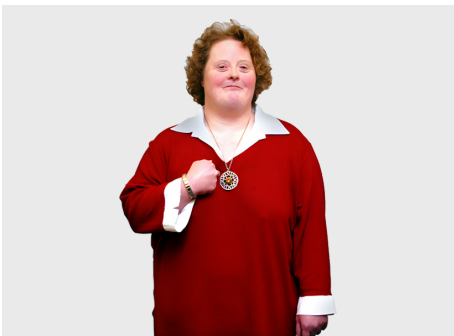


An **advocate** or **legal guardian** is someone who supports you to

- Speak up
- Make decisions



You have the right to be safe at our service.



You have the right to do things on your own when you want.



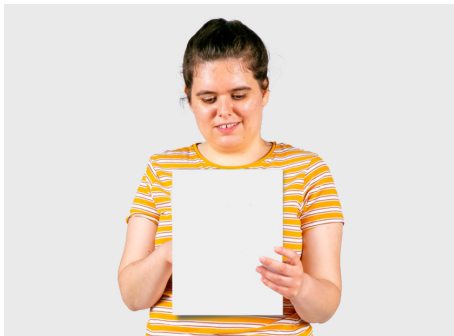
You have the right to know the rules we follow when we give you support.



You have the right to have staff show you respect.



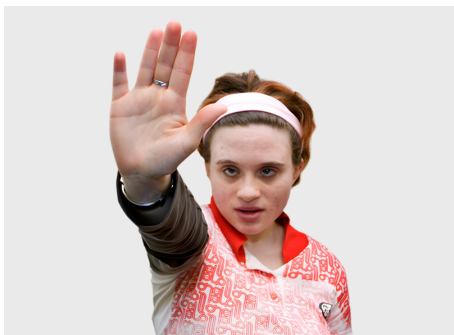
You have the right to have information about you kept private.



You have the right to look at the information we keep about you.



You have the right to say no if you do want a service.



When you tell us no we should not treat you in a different way after.



We must listen to you when you tell us what you think about our service.



You have the right to use an **interpreter** if you need.



An **interpreter** is a person who helps people understand each other in another language.

Things you must do



There are things you must do when you use our service.



You need to let staff know if you can not join an activity you have booked.



You need to tell staff important things about you before you do an activity.

This might be things like



- Food or medication you need



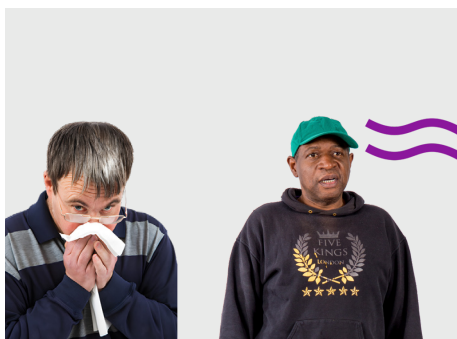
- What you like or not like to do



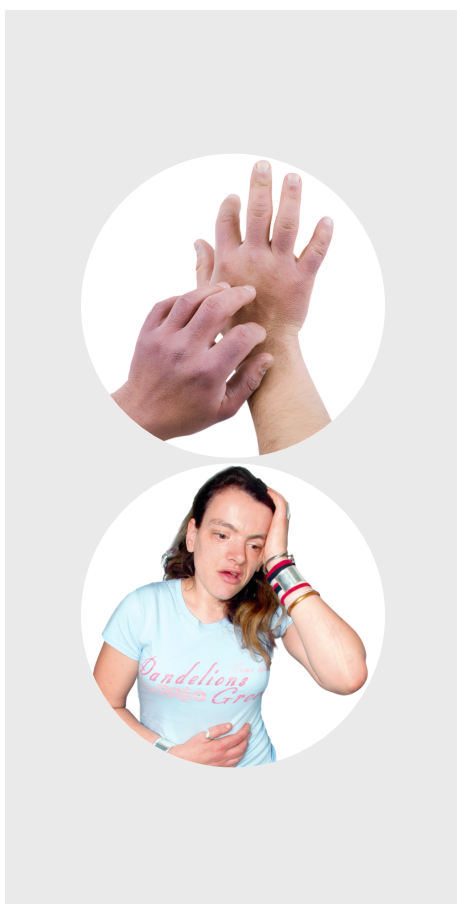
- What you are scared of.



You need to let the staff know if your health changes.

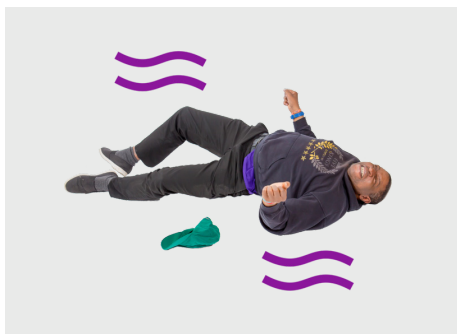


You need to tell the staff if you have **allergies** or **epilepsy**.



An **allergy** is when something makes you

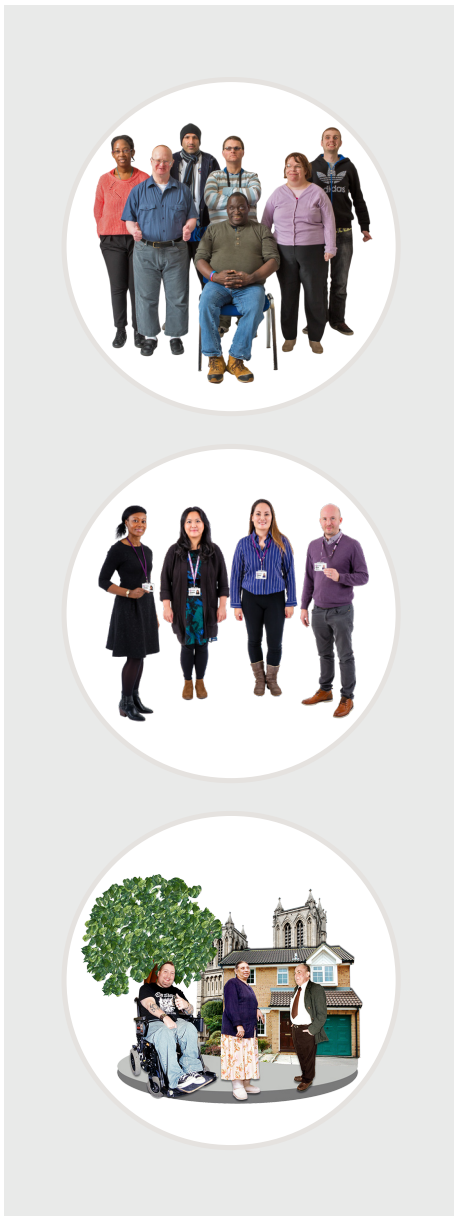
- Very itchy
- Feel very sick.



Epilepsy is a health issue that makes your body have big movements you can not control.



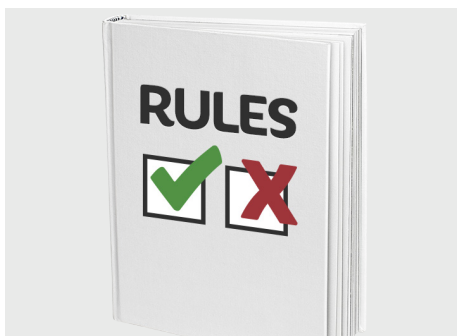
You need to let the team leader know if you have problems paying for services.



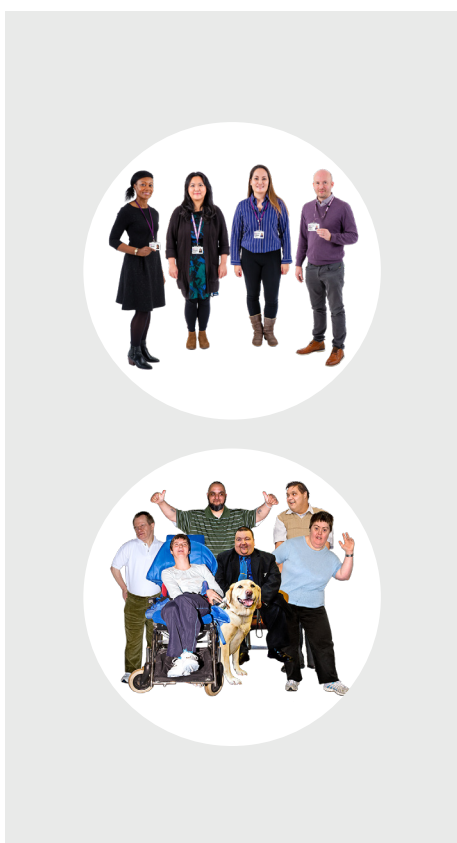
You need to show respect to

- Other people using the service
- Our staff
- People we see in the community.

Rules at the service



There are rules that everyone must follow at the service.

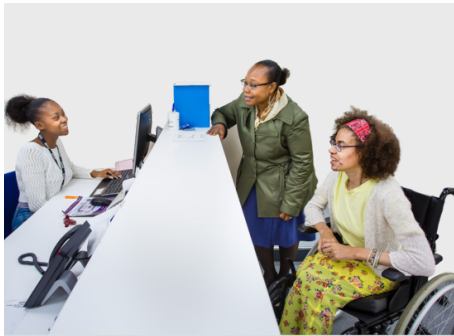


These rules are for

- Staff
- Other people using the service.



Staff must not treat people in a bad or unfair way.



Staff must make sure everyone is treated with respect.



No one should scare or speak bad to anyone.



People should not be treated any different because of who they are.

Keeping your information private



We keep information about you that we need to do our work.



We will make sure your information is kept safe on a computer.

A light blue form with three sections. The first section is labeled 'Your name' and has a small icon of a person. The second section is labeled 'Address' and has a small icon of a house. The third section is labeled 'Phone' and has a small icon of a mobile phone. Each section has a large white box for text entry.

We only keep the information we need to do our job and follow the rules.



We will only share it with people who need to know.



Sometimes we need to talk to other staff if there is an issue with your health.



Sometimes we need to share your information if we think you are not safe.



You have the right to look at any information we have about you at any time.



You can change your mind and stop us from using your information whenever you want.



You need to let us know if any of your information changes.

When you tell us what you think



We want to hear what you think about about our services.



This helps us to make our services better.



When you let us know you are not happy this is called a **complaint**.



If you make a complaint we will keep this private.



There are lots of ways you can make a complaint.



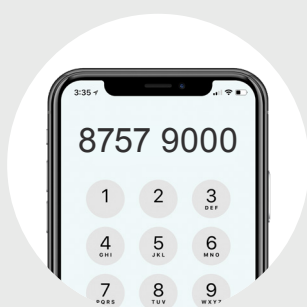
To make a complaint you can

- Meet with the team leader
- Join one of the days when we plan our services
- Fill in a customer survey
- Share your ideas at a group meeting.

You can also



- Email your complaint to
council@cumberland.nsw.gov.au



- Call us on **8757 9000**



- Send a letter with your complaint to
Senior Coordinator Seniors and Disability
Cumberland Council
PO Box 42
Merrylands NSW 2160

How we work with complaints



When we get your complaint we fill in a form.



The team leader looks at the complaint and decides what to do.



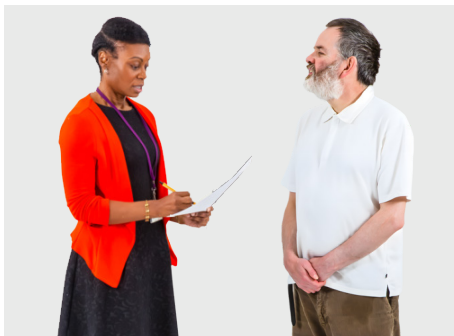
The team leader will let you know that we got your complaint.



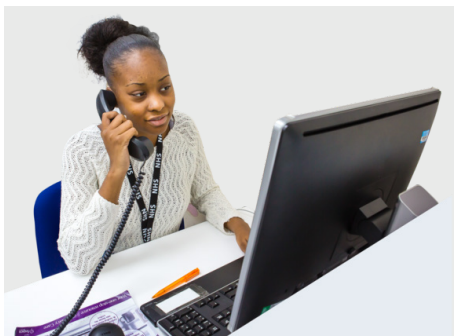
They will ask if you want to add more information.



You will get an answer to your complaint in writing.



You can tell us if you do not agree with our answer.



We will then look at it again and tell you what we will do.



The team leader will check if you still feel ok to use the service.



**NDIS Quality
and Safeguards
Commission**

If you are still not happy you can contact the
NDIS Quality and Safeguards Commission.



You can call them on **1800 035 544**.



Australian Government
Aged Care Quality and Safety Commission

You can also contact the Aged Care Quality
and Safety Commission.



You can call them on **1800 951 822**.

Council for Intellectual Disability made this document Easy Read. **CID** for short.
Email CID at **business@cid.org.au** if you want to use any of the pictures.