

Your Rights

Easy Read



This document tells you about your rights.

Australian laws respect the rights of people with disability.



The laws say you:

- should be included in community life
- have the same rights as all other Australians.

What are your human rights?

You should be:



- safe in your home and anywhere else
- treated with respect
- part of your cultural community.

You should be able to:



- practise your religion
- express your sexuality
- communicate in your family's language.

Your rights with us

You have the right to:



- get good quality services
- tell us what you want
- choose the type of support worker you want
- make your own choices.

You also have the right to:



- be safe
- get help when you need it
- try new things and take risks.

How Axis Supports respects your rights

Axis Supports will:



- keep you safe
- show you respect and respect your privacy
- treat you well
- help you make your own choices
- listen to you
- involve your family, advocate and other supporters, if you want us to.

We will also:



- ask you what supports you want and the type of worker you need
- keep your personal information private.



We can help you find an advocate if you need one.



You can safely:

- make a complaint or give us feedback
- tell us you want to use another provider.



We will follow what you tell us, unless we think you may get hurt.

Then we will talk with you, and your advocate or family, about the risks. We will help you make a safe decision.



Our support workers must follow the NDIS Code of Conduct and our Charter of Rights.

You can read our Charter of Rights in our Participant Handbook.



If you think your rights are not being respected, tell us. You can also tell the NDIS Commission.

- Call **1800 035 544** (free from a landline)
- Go to **[ndiscommission.gov.au](https://www.ndiscommission.gov.au)**

Contact us



Call us on **1300 696 888**

Ask for your Operations Manager.



Email us

Canberra: admin@axissupports.com.au

Sydney: adminnsw@axissupports.com.au

Visit us



Canberra office

Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911

Sydney office

Shop 1, 5 George Street, North Strathfield NSW 2137

If you need an interpreter, call TIS National on **131 450** and ask them to call us. If you are deaf or find it hard to hear or speak, use the National Relay Service and ask for **1300 696 888**.

Based on PROVIDERplus Easy Read templates (© PROVIDERplus Pty Ltd 2021), updated and adapted by Axis Supports.