

You can also contact:

Intellectual Disability Rights Service

Phone: 9318 0144 1800 666 611

Email: info@idrs.org.au

Family Advocacy

Phone: 9869 0866 1800 620 588

Email: familyadvocacy@family_advocacy.com

NSW Ombudsman

Phone: 9384 4999

Email: nswombo@ombo.nsw.gov.au

Indigenous Disability Advocacy Service

Phone: 4722 3534

Email: idas@idas.org.au

Resolution and Referral Complaints Service

Phone: 9319 6549 1800 880 052

Email: crrs@pwd.org.au

People With Disabilities Australia

Phone: 9370 3100 1800 422 016

Email: pwd@pwd.org.au

NSW Disability Discrimination Legal Centre

Phone: 9310 7722 1800 800 708

Email: info@ddlcnsw.org.au

Multicultural Disability Advocacy Association of NSW

Phone: 9891 6400

Email: mdaa@mdaa.org.au

Contacts continued

National Disability Abuse and Neglect Hotline

Phone: 1800 880 052

Email: enquiries@disabilityhotline.org.au

Australian Human Rights Commission

Phone: 1300 656 419

Email: complaintsinfo@humanrights.gov.au

103 Cawarra Road
Caringbah NSW 2229

PO Box 2230
Taren Point NSW 2229

Phone: (02) 9524 3916

Fax: (02) 9540 4714

Email: headoffice@civicdisability.org.au

Web: www.civicdisability.org.au

ABN: 16 000 744 141

ACN: 000 744 141

CFN: 12380



**CIVIC
DISABILITY
SERVICES LIMITED**
Building Better Communities



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DISABILITY
SERVICES LIMITED**
Building Better Communities

RIGHTS AND

RESPONSIBILITIES



for people who receive
a service from
Civic Disability Services

Civic Disability Services Ltd is a Public
Benevolent Institution.

Donations over \$2 are eligible for income tax
deductions.

Your Rights

- To be treated with respect
- To be treated fairly
- To have your say about things you want to do and things that affect you
- To be supported and helped to make decisions
- To have privacy when you want it and in personal matters
- To have your own things
- For information about you to be kept private
- To see your personal information (your file)
- To protection from abuse
- To make a complaint about the service you receive and have it investigated quickly
- To choose someone to speak up for you

Your Responsibilities

- To respect the rights of others
- To treat others fairly
- To be involved in discussions about things you want to do and things that affect you
- To treat staff with respect
- Not to cause unreasonable disturbance, nuisance or annoyance to others
- To sign a service agreement if needed and abide by its conditions
- To pay any costs you have agreed to pay
- To pay for any damages you cause to property



Communication is the key

As part of our continuous improvement process, we encourage people to let us know about things they may be unhappy with or suggest improvements that may be made.

So, if you have a complaint about our services, feel your rights have not been recognised or respected or have any suggestions, speak to the person concerned and try to rectify the problem.

If this doesn't work or you wish to lodge a complaint in writing, contact the Administration Office. We will investigate your complaint promptly. Your complaint will be dealt with confidentially and you will not be disadvantaged by your actions.

