prospect
community services

Who We Are

Our Vision

Our clients and community are supported by a strong organisation known for leadership and innovation in community services.

Our Philosophy

All people have the opportunity to achieve their fullest potential.

Our Mission

To engage with people and community, providing support, building capacity and relationships to create lasting solutions.

Our Values

Prospect Community Services' values represents what the organisation believes in, what they stand for, how they approach everything they do and how they will be measured.

What We Do

Prospect is a highly-respected non-profit, community service organisation with 30 years' experience in delivering a range of quality programs and support services, and low-cost housing and accommodation to local individuals, families, and the community-at-large.

Prospect has four (4) key areas that make up our day-to-day operation:

1. Business Services
2. Domestic & Family Violence & Housing Program
3. Disability & Mental Health Program
4. Family & Youth Program

These areas are responsible for providing services directly to our clients (including, individuals, families, groups, and the community).

Our Services

- Disability & Mental Health
- Family & Youth
- Domestic & Family Violence
- Court Support
- Supports Coordination
- Community Housing
- Emergency Relief Fund
- Rural Multi Tenancy

Connect CT

Prospect has an established professional serviced office hub Connect CT. This is a unique opportunity for Allied Health Service Providers, Business Professionals and your Clients, providing flexible and affordable office space solutions, compared to traditional commercial leasing. Connect CT is the first Business Services Centre in Charters Towers. This is an opportunity to expand your business in the Charters Towers region. With access to various sized offices, a conference and boardroom facility option, with access to the internet, reception services and appointment management, and tea and coffee facilities.

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Charters Towers

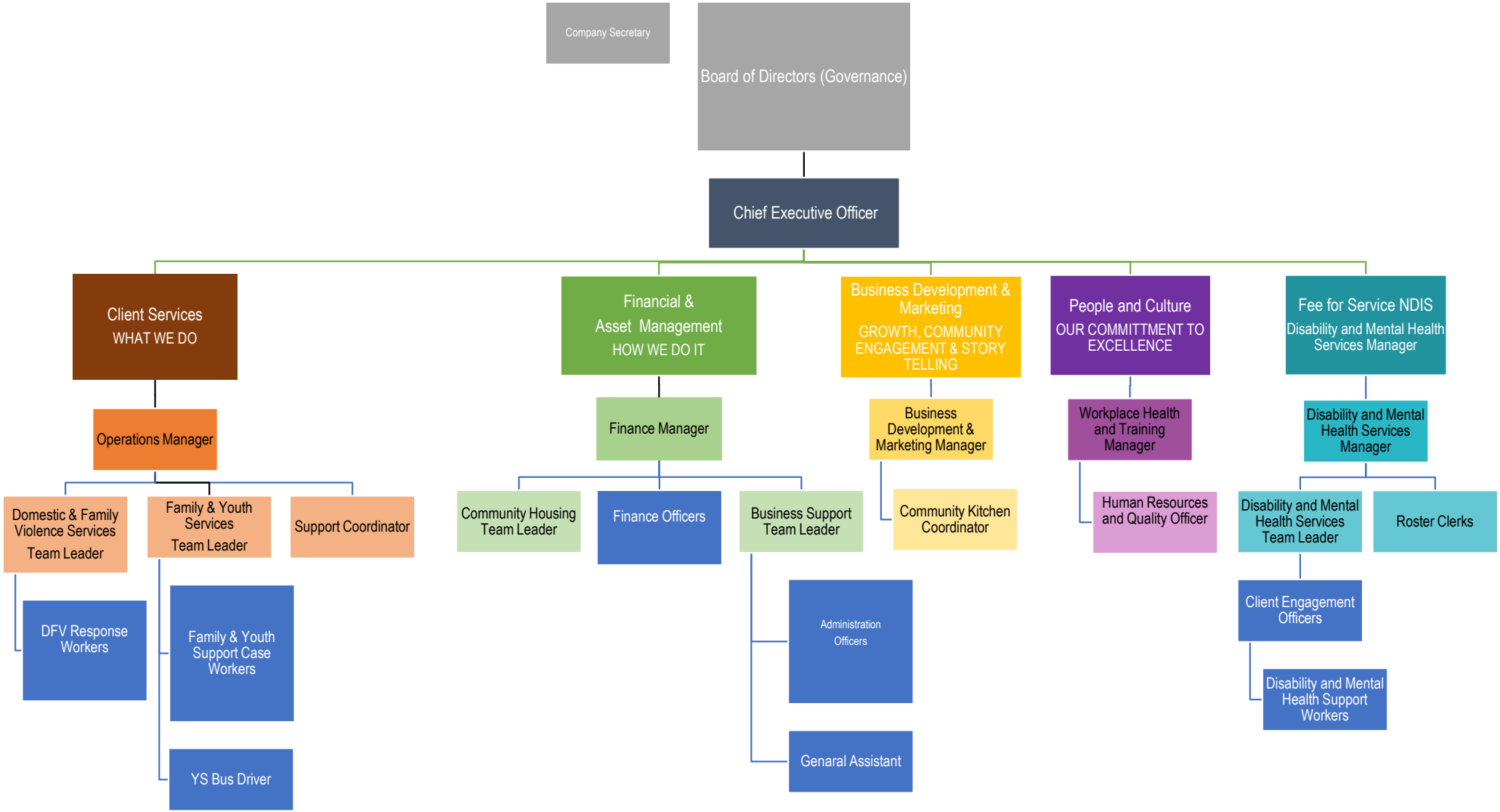
P (07) 4787 4797
F (07) 4787 4686
3 Powel Lane
PO Box 207
Charters Towers Q 4820
info@prospect .org.au

Hughenden

P (07) 4719 3707
1 McLaren Street
Hughenden Q 4821
hughenden@prospect .org.au

www.prospect.org.au

Organisational Chart



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RAPT to work at Prospect

respectful

adjective

re·spect·ful | \ ri-spekt-fəl \

feeling or showing deference and respect; behaving in a way that shows regard for someone or something

You will always see me:

- Giving trust and respect to earn trust and respect
- Treating others as I would want to be treated
- Treating everyone equally
- Seeking first to understand
- Focussing on the issue not the person
- Being non-judgmental in all that I do
- Involving people in decisions that affect them
- Making inclusive decisions
- Appreciating openly that people have different backgrounds, histories, circumstances, values, opinions, needs, capabilities, and organisational positions
- Adopting a "one-size-fits-one" approach to working and interacting with others
- Leveraging diversity
- Respecting myself and my own capabilities
- Respectfully challenging disrespectful or exclusive practices and behaviours.

You will never see me:

- Stereotyping others
- Playing favourites; being inconsistent or unfair
- Saying something about a person that I wouldn't be prepared to say to their face in person
- Deliberately excluding others from activities when I know they need to be involved
- Making little or no effort to understand things from other points of view
- Dismissing or disregarding others' opinions and ideas in a derogatory way; closing others down by being judgmental or talking over them
- Being disrespectful, insensitive or unhelpful to others
- Publicly criticising people
- Undervaluing the contributions of others
- Not saying "Thank You" when it's appropriate.

accountable

adjective

ac·count·able | \ ə-kau̇n-tə-bəl \

being required or expected to justify actions or decisions; being responsible and answerable

You will always see me:

- Doing what I say I'm going to do
- Owning the outcomes of my actions; taking responsibility for the part I play
- Holding others accountable; calling out inaction and irresponsibility
- Acknowledging my limitations
- Actively seeking constructive feedback and making a real effort to improve
- Acting on performance issues
- Acknowledging people for their contributions, and giving them credit for success
- Having others' backs when things don't go to plan.

You will never see me:

- Not delivering what is expected of me
- Saying one thing and doing another
- Being ashamed to own my mistakes
- Blaming others, external factors, or bad luck when things go wrong
- Blaming people rather than seeking solutions
- Being dismissive and defensive about feedback
- Ignoring or walking away from problems or challenges instead of addressing them
- Being afraid to ask questions
- Handballing issues to other people.

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professional

adjective

pro·fes·sion·al | \ prə-ˈfe-shə-nᵊl \

exhibiting a courteous, conscientious, and generally businesslike manner in the workplace

You will always see me:

- Bringing my A-Game at all times
- Upholding quality standards in all that I do
- Being prepared and punctual
- Acting consistently, leading by example, and being a positive role model
- Engaging in robust conversations when necessary
- Thinking and acting holistically, in the best interests of Prospect
- Being disciplined in thought and action
- Respecting and committing to consensus decisions regardless of personal opinion; being on the same page
- Empowering and supporting others; being a team player
- Striving to create new and better ways of doing things
- Being mindful of the impact of decisions I make
- Listening attentively, questioning thoughtfully, challenging openly, and encouraging others to do the same.

You will never see me:

- Not taking pride in my work
- Tolerating mediocrity in what I do
- Acting or behaving in a manner that brings Prospect into disrepute
- Putting my own interests above those of Prospect
- Tarnishing the reputation or achievements of Prospect or its stakeholders
- Behaving in an unethical or unlawful manner
- Breaching privacy or information confidentiality
- Gossiping, spreading rumours, and undermining others
- Interrupting when others are speaking
- Being slow to help others when help is requested
- Creating barriers that prevent delivery of a high standard of work
- Being unwilling to explore new ways of doing things.

transparent

adjective

trans·par·ent | \ tran(t)s-ˈper-ənt \

being open and honest, without secrets; being clear and easy to detect, see through, understand, or recognise

You will always see me:

- Fully disclosing all information
- Being honest about everything ("what-you-see-is-what-you-get")
- Being timely with my honesty; divulging everything now
- Being bound to the actual truth; being evidence-based in all that I do
- Only ever acting on facts, never on assumptions
- Confronting the brutal facts
- Thinking "everyone-should-know" rather than "only-certain-people-need-to-know".

You will never see me:

- Hiding anything or acting secretively
- Engaging in political game-playing
- Sweeping things under the carpet
- Manipulating evidence or information to justify a pre-determined decision
- Withholding or "drip feeding" information others need
- "Blind carbon copying" (Bcc'ing) written communications (e.g. emails)
- Passing off other people's ideas as my own.

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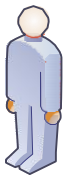
MAKING A COMPLAINT

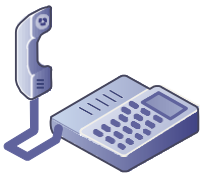
You **can have** an ADVOCATE or SUPPORT PERSON with you at any time.

How can I make a Complaint?



In PERSON

Or



Over the PHONE

Or

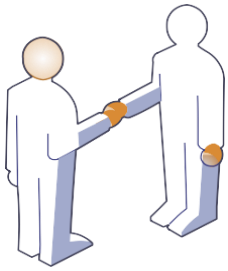
In WRITING

Talk to the person concerned

Resolved

Or

Not Resolved

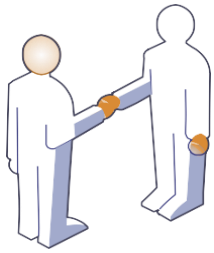


Manager

Investigation

Resolved

Not Resolved



Board

Investigation

Resolved

Not Resolved

Or

Anti-Discrimination Commission

Or

Funding Department

Or

NDIS Quality & Safeguards Commission

Or

Ombudsman

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About Complaints Easy Read

This information is written in an easy to read way.

We use pictures to explain some ideas.

You can ask for help to read this information.

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

Let us know if you would like us at Prospect Community Services Ltd. to help you.

This Easy Read information is a shorter version of other documents.

You can ask us for a copy of these documents called The Governance Policy and Procedure if you like.

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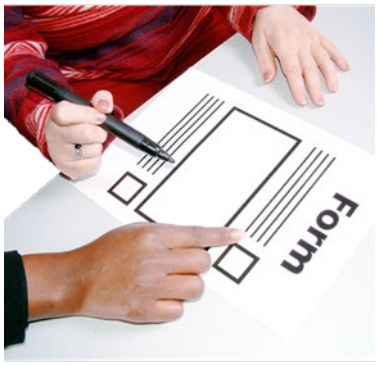
This fact sheet is about how to make a complaint.

You have the right to complain about our service. It is ok to complain.

When things go wrong, we can learn from our mistakes and make our service to you better.

You can make a complaint in different ways.

- You can tell someone you have a complaint
- You can write a complaint or use a complaint form.
- You can draw a picture of what went wrong



You can use any type of communication that suits you to make a complaint.

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People who support you can help you to complain.

This means that your family, friends or other people can complain for you.

We will keep your complaint private

Only people who try to fix the problem will be told about your complaint.

You will not be in trouble for complaining. We will not make you feel bad for saying something is wrong with the service you use. We will be honest and fair.

We will try to fix the problem quickly.

We will tell you what we did to fix your complaint.

We will work hard to make our service better for you.

Please contact Prospect Community Services Ltd PH 07 4787 4797 or email info@prospect.org.au if you would like more information.

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Making Services Better Easy Read

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 these words mean. You can ask for help to read this information. A family member, friend, or support person may be able to help you. Let us know if you need us to help you.

This document is about **continuous improvement.**

Continuous improvement means we want ideas on how to make our services better and we try to learn from our mistakes. We ask people who use our services and also our staff for their ideas on how we can make our services better. We do this in different ways.

We might talk to you about things we could do to make our services better.

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We might ask you questions about your experience and what you think in a survey.

We might ask you ‘how can we make our services easier to use?

We might invite you to be in a group to talk about things we could improve.

If you decide to leave and go to another disability organisation, we might ask why you are leaving and what could be done better. We also ask any staff that leave us

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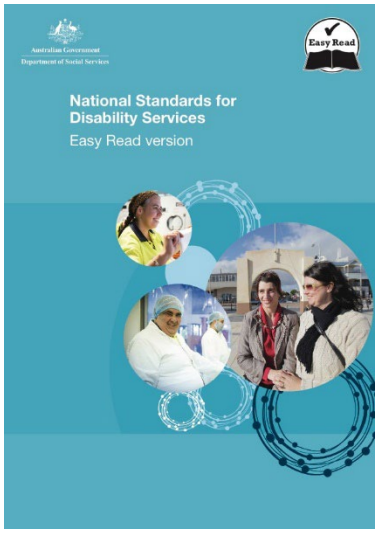
Sometimes, experts come to check up on our services. This is called an **evaluation.**
An evaluation is a kind of test to see if we are meeting **service standards**.



Service standards are rules made by the government to protect your rights, make sure you are included, can access services, that services are run well and you know how to complain when things go wrong. All disability organisations must follow the service standards, these can be provided.

Please let us know at any time if you have any ideas on how we can support you better.

Please contact Prospect Community Services Ltd
PH 07 4787 4797 or email info@prospect.org.au
if you would like more information.

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Participant Rights and Responsibilities

	Your rights:	We will:	Your Responsibilities:
	Access to quality services	Give you access and choice to services that meet your needs where possible.	To tell us if your needs change. Let us know if you cannot keep an appointment.
	Safety and care	Provide services in a safe and caring environment.	Act in a way that helps you and others to be safe.
	Treated with respect	Be polite and respect your views, opinions and personal circumstances such as your culture, family situation, age, gender, disability, faith, sexual orientation, gender identity, or intersex status.	To respect our staff, property and other people using our services.
	Information	Provide information that meets your needs in a way that you understand.	To give us complete and accurate information.
	Decide what happens to you	Include you in decisions about services and treatment options and allow you to bring another person to speak on your behalf. This maybe a friend, family member, or trained advocacy worker.	Consider following the treatment plans that are given to you and make the decisions that are right for you.
	Confidentiality and privacy	Protect your personal information and only use it for the right reasons.	To value the privacy of others attending programs and services.
	Feedback	Tell you how you can give us feedback.	Give us honest feedback to help us improve or let us know when we do a good job.

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Consultation Easy Read

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 these words mean.

You can ask for help to read this information. 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 Easy Read information is a shorter version of another document.

You can ask us for a copy of the longer document called Client Services Policy and Procedure if you like.

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This information is about how we involve you in decisions about your services.

Consultation means we ask you to tell us about your experience and what you think.

We will ask you about the best way to make a new service work.

We will ask you about different types of new services.

We believe you know what is best for you. If you need support to make your own decisions, we can help you.

If you want us to, we can also ask your family or friends or other people what they think.

There are some rules we follow when we have a consultation.

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We will give you information about the consultation. We can give you the information in a document or talk to you. We can also get it translated.

We will give you time to think about the information. It is ok to say what you think. We want you to have a say in decisions about you and your services.

We will keep what you say private.

We will tell you how we use your ideas.

Please contact Prospect Community Services Ltd

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Supporting your choices Easy Read

This information is written in an easy to read way.

Some words are written in **bold**. We explain what these 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.

We have a Client Services Policy and Procedure that we can also go through and provide you, if you would like.

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

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

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You can choose what you want from our services. You can make decisions about how things work for you.

Choice and control includes:

- Choosing your own goals
- Picking which service and service providers you want
- Deciding how you will live each day and what you want from your life

We will

- Give you good information to help you make good decisions
- Help you make decisions, if you want help
- Ask your family and friends about decisions, if you want us to
- Following the law on decisions about your NDIS Plan, health and safety

If you make a decision and change your mind later that is ok. We respect your right to make your own decisions and choices.

Please contact Prospect Community Services Ltd

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Eliminating Restrictive Practices Easy Read

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 these words mean. You can ask for help to read this information. 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 Easy Read information is a shorter version of another document. You can ask us for a copy of the longer document, these are called Policy and Procedures.

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We have written this information so you know what Prospect Community Services Ltd. thinks about **restrictive practices.**

A restrictive practice is something done to control a person's freedom in some way. The information is also about how we support people who may do things that are violent or dangerous to themselves or other people. This is sometimes called **challenging behaviour**.

Restrictive practices might include

- locking a person in a room
- moving a person to a room on their own
- telling a person lie down or not move until they are told to
- tying a person to furniture
- giving a person medicine to make them quiet
- stopping a person from using things they want to

Prospect Community Services Ltd. will choose an option that does not involve restrictive practises at all times, when possible. Restrictive practices are sometimes used when nothing else is working to help keep a person safe or those around them.

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We know sometimes when a person behaves in a certain way, it is because there is something wrong. If behaviours are becoming dangerous, we will work with you to understand why.

We will gather your supports and come up with a plan called a **positive behaviour plan**.

- A positive behaviour plan is written with you and the people who support you.
- A positive behaviour plan lists the best ways to help you manage your actions
- A positive behaviour plan is written with you and the people who support you
- The plan tells everyone what is ok and what is not ok.
- When your plan is new, the plan is checked by people who know a lot about positive behaviour plans and people who support you.

We will make sure all staff understand your positive behaviour plan and how best to support you through difficult times.

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We will check your plan regularly to make sure it is working for you and to see if any changes are needed. Restrictive practices have to be checked at least every 3 months.

If staff use a restrictive practice that is not in your plan, they need to tell the Service Manager or Team Leader within 24 hours.

We will keep a list of any restrictive practices we used to make sure we follow the policy and procedure.

Please let us know if you have any worries about restrictive practices.

Please contact Prospect Community Services Ltd

PH 07 4787 4797 or email info@prospect.org.au if you would like more information.

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What is Safeguarding Easy Read

This information is written in an easy to read way.

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You can ask for help to read this information. A family member, friend or support person may be able to help you.

Let us know if you need us to help you or assist you to contact someone to help you.

This Easy Read information is a shorter version of Prospect Community Services Ltd. Policy and Procedures about Safeguarding. You can ask us for a copy of these if you like.

This document is about safeguarding.

A **safeguard** is a way of keeping people safe when they use services.

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Safeguards help stop people from being hurt or treated badly.

Safeguards can help protect your rights.

No-one is allowed to hurt you.

Here are some safeguards Prospect Community Services Ltd will use to help keep you safe.

We employ good staff.

We will train our staff how to support you.

We have rules that all staff must use when they are supporting you.

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We will support you to have relationships with people important to you.

We will give you information about what is ok and what is not ok.

We will support you to tell us if there is a problem.

We will make it easy for you or your family to complain.

We will work with you to write a safeguarding plan if there are things in your life that could make you unsafe.

A safeguarding plan has a list of ideas and things to do to help protect you and keep you well and safe.

Everyone who works with you has to follow the plan.

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If something happens, we take quick action to try and fix a problem and make sure it doesn't happen again.

We follow the law and call police if we need to. Please tell us if someone hits you or hurts you. Please tell us if someone touches you in a way you don't want to be touched.

Please tell us if someone treats you badly or unfairly. Please tell us if someone takes your things or your money. Please tell us if anything else worries you, at any time.

This is who to contact if you feel unsafe:

Please contact Prospect Community Services Ltd

PH 07 4787 4797 or email info@prospect.org.au if you would like more information.

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Code of Conduct

This information is written in an easy to read way.

We use pictures to explain some ideas.

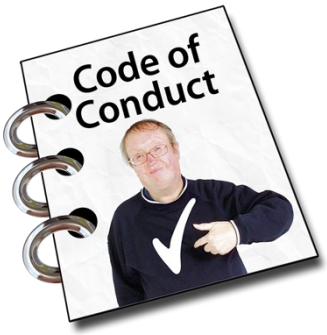
Some words are written in **bold**. We explain what these words mean.

You can ask for help to read this information.

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

This Easy Read information is a shorter version of another document.

You can ask us for a copy of the longer document, this is called a Policy.



This information is about our **code of conduct.**

The code of conduct is the set of rules that tell our staff how they must act and behave at work.

The code of conduct tells our staff what is ok and what is not ok.

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The code of conduct helps us provide good services that keep everyone safe.

Our code says

- staff must do their job well
- staff must be fair and respect you
- staff are not allowed to hurt you or make you feel bad
- staff must follow your plan
- staff must only do jobs they know how to do
- staff must tell the truth and follow the law
- staff must not take your money or things for themselves

We teach all our staff about the code of conduct. If we do not teach staff properly, we can get in trouble.

If staff do not follow the code of conduct they can be told off, or moved to a different job.

If staff break the rules, staff might have to stop their job.

You can complain if we do not follow the rules or staff do not follow the rules.

Please contact Prospect Community Services Ltd

PH 07 4787 4797 if you would like to make a complain about a staff member.

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Queensland Human Rights Commission

FACT SHEET:

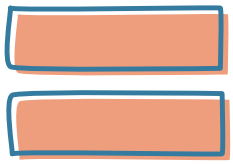
The Queensland Human Rights Act: an easy read guide

All people have human rights.

In Queensland the *Human Rights Act 2019* protects these rights when you come in contact with the government or use their services – including the police, public hospitals, and public schools.

The human rights are:

Recognition and equality before the law



You have the same rights as everyone else and have a right to the same protection.

You have the right to use and receive services from the government without discrimination.

Right to life

This right relates to things the government can do to protect your life, such as having laws about:

- violence
- health and safety
- road rules

and making sure people follow them.

The right to life does not affect laws about abortion.

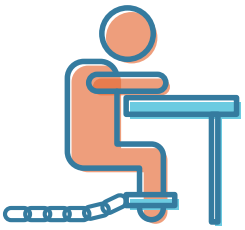
Protection from torture and cruel, inhuman or degrading treatment

You have the right not to be:

- tortured
- treated in a way that badly hurts your body or your mind
- used for experiments – unless you understand and agree
- given medical treatment – unless you understand and agree.

However, you can be given treatment without your consent to save your life or protect you from harm.

Freedom from forced work



You have the right not to be:

- treated as a slave
- owned by someone else
- forced to do work.

This right does not apply if you are required to do work as part of a court order – such as community service.

Freedom of movement

You have the right to choose where you live, and to:

- move freely within Queensland
- leave and come back to Queensland.

This freedom can be limited in an emergency – such as the COVID pandemic – or if you have broken the law and a judge says that you are not free to move wherever you want.

Freedom of thought, conscience, religion and belief

You have the right to:

- think and believe what you want
- have a religion or faith
- practice your religion or beliefs in public or private, while on your own, or as part of a group.

A dress code at school or work should not stop you wearing clothes required by your faith.

Freedom of expression

You have the right to:

- have your own opinion
- share your ideas and opinions – such as through art, writing, public speaking, and social media
- ask for and receive information and ideas from other people – including the government.

While you are free to say what you want, you must respect other people – for example, you can't use hate speech, cyberbullying, or say untrue things to attack people.

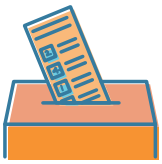
Peaceful assembly and freedom of association

You have the right to:

- meet with other people who share your beliefs and opinions, or join a group to do this
- join a trade union
- meet peacefully to show how you feel about something.

For example, you can go to a peaceful rally or event – but you can't be violent.

Taking part in public life



You have the right to:

- vote in state and local council elections – if you are 18 or older and live in Queensland
- stand for election to government
- apply for work in government.

Property rights

You have the right to own things – like a phone, car, or land.

The government can't take away your property unless the law allows it – for example, some laws ban owning certain weapons or types of animals.

Privacy and reputation

You have the right to keep your life private, including your family and home.

The government can't:

- share information about you, unless you say they can
- search you or your bag, unless you say they can
- interfere with your family life or home, unless the law says they can – for example, if police have a warrant to search your house, or orders to protect victims of family violence
- say things about you that aren't true or make you look bad.

Protection of families and children

Families are important, and the government has an obligation to protect families.

Children have the right to special protection because of their age. The government must protect children, and treat children in a way that is in their best interests.

Cultural rights – generally

You have the right to:

- enjoy your culture
- practise your religion
- use your language

with other people who share your background.

Cultural rights – Aboriginal peoples and Torres Strait Islanders peoples

Aboriginal peoples and Torres Strait Islander peoples have the right to enjoy their culture, including maintaining their:

- cultural identity
- traditional knowledge, spiritual practices, beliefs, and teachings
- language
- kinship ties
- relationship with land, waters, seas, and the environment.

Right to liberty and security of person

- You have the right to be free and safe.
- You can only be arrested or detained in accordance with the law.

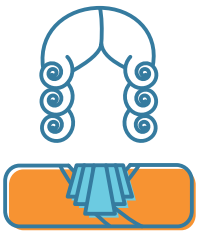
If you are arrested or detained – such as in a watch house, mental health unit, or other place that you are not free to leave – you are entitled to certain minimum rights.

Humane treatment when deprived of liberty

If your freedom is taken away – such as in a prison, watch house, secure hospital ward, or other place that you are not free to leave – you have the right to be treated with respect and dignity.

Until you are charged and found guilty of an offence, you must be kept separate from people who have been found guilty. However, overcrowding in prisons sometimes means that this does not happen.

Fair hearing



If you have to go to court, you have the right to a fair hearing.

- Your case must be decided by a competent, independent, and unbiased court.
- You can tell your story about what happened.
- You can get help from someone – such as an interpreter or lawyer – if you would not get a fair hearing without that help.

Sometimes people aren't allowed to watch what happens in court – for example, if children are involved.

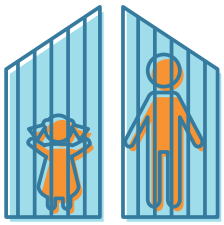
Rights in criminal proceedings

You are not guilty of a crime until it is proved in court.

- The police have to tell you what they think you did and what you have been charged with – in a language you understand.
- You should have time to prepare your defence and speak with your lawyer or advisor.
- Your case should not be unreasonably delayed in going to court.
- You should be told when you may be able to get help from a legal aid lawyer.
- You should not be made to say that you did something.
- Children should be treated differently to adults.
- The procedure for dealing with a child should suit the child's age, and help the child to not commit crimes in the future.

If the judge says you are guilty, you can ask a higher court to look at your case again.

Children in the criminal process



Children who have been detained – whether they have been charged or not – have the right to be:

- kept separate from adult detainees
- brought to trial as quickly as possible
- treated in a way that is appropriate for their age, if convicted.

Right not to be tried or punished more than once

You have the right not to be tried or punished more than once for the same crime.

Retrospective criminal laws

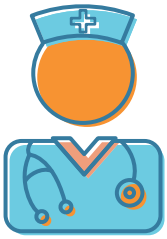
This right is about changes in the law.

You cannot be found guilty of a crime, if your action was not a crime when you did it.

Right to education

- All children have the right to have access to schooling that meets their needs.
- All people have the right to have access to training and vocational education – that suits their abilities.
- You have the right to education without discrimination.

Right to health services



- You have the right to access health services.
- You have the right to health services without discrimination.
- You must not be refused emergency medical treatment to save your life or stop serious damage to your health.

Discrimination

A number of rights mention discrimination.

Discrimination is when you are treated worse than someone else because of something about you. Discrimination can be because of things such as your race, disability, sex, colour, age, sexuality, religion, mental health condition, or other characteristics.

Balancing rights

Sometimes your rights will conflict with someone else's rights.

When this happens, the government may limit or restrict your rights to protect the rights of other people or the community.

This is what happened in the COVID pandemic when people couldn't visit family in nursing homes or prisons. It was to protect the right to life of people in those places.

Sometimes one of your rights might be in conflict with another of your own rights.

This could happen if you had an accident and were unconscious. You could not agree to medical treatment – which is your right – but you also have the right to be given medical treatment in an emergency.

Finding a balance between competing rights can be tricky. The government has to think about the impact on you of limiting your human rights – and what alternatives there are to limiting them.

Making a complaint

If you think the government has not considered your human rights in a decision or something they have done that affects you, you might be able to make a complaint.

- The first step is for you to make a human rights complaint to the government department or service you are complaining about.
- Then you have to wait for their response to your complaint.
- If 45 business days pass and they haven't answered your complaint – or if you aren't satisfied with their answer – you can complain to the Queensland Human Rights Commission.
- You need to make your complaint in writing. If you have trouble putting your complaint in writing, contact the Commission to find out how we can help.

You can:

- Call us on 1300 130 670.
- Find more information on our website at www.qhrc.qld.gov.au.

Queensland Human Rights Commission

More information is available from the Queensland Human Rights Commission website at www.qhrc.qld.gov.au.

This fact sheet last updated: June 2021.

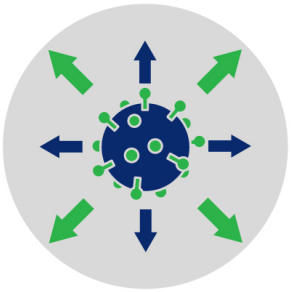
Australian Government | Disability Gateway

Easy Read

Coronavirus: What is it?

Coronavirus (COVID-19) is a **virus** that has affected many people around the world.

A virus is an illness or disease that can spread easily from one person to another person.



Coronavirus is spreading quickly.

Coronavirus has been called a **pandemic**.

A pandemic happens when a virus spreads quickly to lots of countries around the world.

What are the symptoms?

The symptoms of coronavirus are:

- fever

- sore throat

- cough

- tiredness

- shortness of breath.

If you have trouble breathing, call an ambulance straight away on 000.

These symptoms are very similar to other colds and flu. So you may not have coronavirus.

If you're feeling sick, you should stay at home.

Call your doctor.

Do not go to the doctor – call first.

They will tell you if you need to be tested.

You might need to be tested if you:

- just came back from overseas

- have been in contact with someone who has coronavirus.

More information

Information and support are available.

You are not alone.

Contact the Disability Gateway by:

- calling **1800 643 787**

  8 am to 8 pm, Monday to Friday

- visiting www.disabilitygateway.gov.au

If you need information in a language other than English, call the Translating and Interpreting Service on **131 450**.

National Relay Service

If you are deaf, or have a hearing or speech impairment, you can call the National Relay Service on **133 677**.

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Last updated February 2021.

Australian Human Rights Commission

Human rights in health and disability care during COVID-19

Guidelines

August 2020

Easy Read

Guidelines

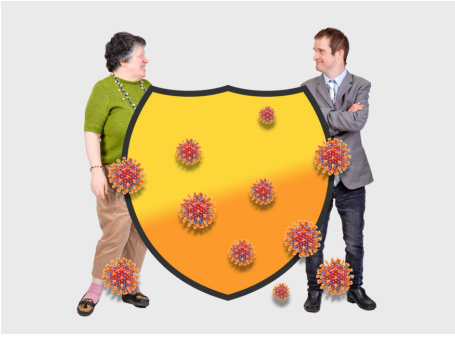
The Australian Human Rights Commission has made guidelines to protect the rights of people with disability.

Guidelines are like rules.

The guidelines are for health and disability workers during coronavirus.

Health and disability workers should

- Know about people's rights
- Protect people's rights



People should get the health care they need during coronavirus.

Human Rights

The Convention on the Rights of Persons with Disabilities is a law that protects the rights of people with disability around the world.

The Convention is called the **CRPD** for short.

The CRPD says discrimination is **never** ok.

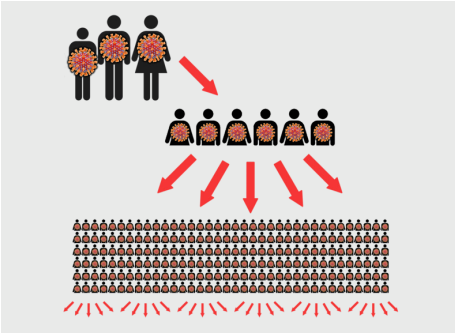
The CRPD says people with disability

- Have the same rights as other people
- Must be respected

The CRPD says people with disability have the right to

- Be included in their community
- Make their own decisions and choices

Rights in a pandemic



Coronavirus has been called a pandemic.

A **pandemic** is when a virus spreads to lots of countries around the world.

During a pandemic some rights are **very** important.

- The right to life
- Good health and health care
- Information like Easy Read

People with disability have the right to make choices about their health.

This includes having support to make choices.

The guidelines say people with disability **should** get the health care they need during the pandemic.

What workers should do

Health and disability workers should **always** protect the rights of people with disability.

During coronavirus this is **very** important.

Health workers include

- Doctors
- Nurses
- Social workers
- Therapists like OTs

This document has stories to help workers understand

- What they **should** do and
- What they **should not** do

Disability support workers can also use these examples to protect the rights of people with disability.

Supports

People with disability have the right to supports when using health services.

Supports include

- Aids like a cane or wheelchair
- Support workers or family

Rita's Story

Rita felt very sick and went to the hospital emergency room.

Rita is blind and uses a cane.

The hospital has a rule that says you cannot bring things into hospital.

This is to stop coronavirus spreading.

This means Rita cannot take her cane into the hospital.

Health workers should

- Find ways to let Rita use her cane.

  They could sterilise the cane or lend Rita a hospital cane.

- Always let people have their supports.

Communication

People with disability have the right to communicate how they choose.

- Auslan
- Braille
- Easy Read
- National Relay Service

Seb's Story

Seb is Deaf and uses Auslan sign language.

He has been in hospital for 3 days without an Auslan interpreter.

The doctors think Seb does not need an interpreter.

Seb is about to have a COVID-19 test.

Seb does not understand what is going on.

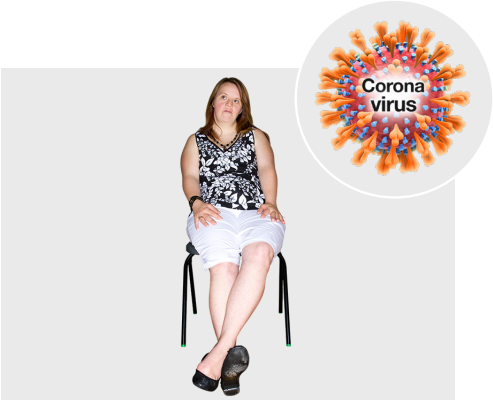
Health workers should

- Be trained on how people communicate.
- Ask Seb how he likes to communicate.
- Get Seb an Auslan interpreter.

Visitors and family

There are lots of rules about coronavirus.

Some rules say people are not allowed visitors in hospital or COVID-19 clinics.



Lucia's Story

Lucia has a sore throat and a fever.

Lucia thinks she might have coronavirus.

Lucia also has autism.

Lucia went to the clinic with her mother to get tested for COVID-19.

The staff said Lucia must wait by herself.

This has made Lucia very anxious and upset.

Health workers should

- Find a way to let Lucia wait with her mother.
  They could sit in a separate waiting room.
- Allow people with disability to have visitors or family.

Leaving hospital

People can only leave hospital if

- A doctor has done a check up
- They feel better
- It is safe to go home

People should **not** be asked to leave hospital because of their disability.

Gen's Story

Gen is in hospital for her mental health.

The doctor says Gen needs to stay in hospital for **2 weeks**.

The hospital rules say people must keep a big distance from other people.

After 3 days the nurses say Gen is not following the rules and must go home.

Health workers should

- Let Gen stay in hospital until she is better.
- Not make people leave hospital because of their disability.

Health resources

During coronavirus it can be hard to get things like

- Medicine
- Ventilators to help people breathe

Kenji's Story

Kenji is 12 years old and has coronavirus.

Kenji has Down syndrome and is in a country hospital in NSW.

Kenji needs a ventilator to breathe.

The hospital only has **1** ventilator.

The doctor gives the ventilator to someone who **does not** have Down syndrome.

Health workers should

- Make sure people with disability like Kenji have the same right to a ventilator as other people.
- Not make health decisions based on someone's disability.

Health papers

People who live in aged care homes might be asked to sign health papers.

People with disability should **not** be asked to sign health papers without support.

Sean's Story

Sean lives in an aged care facility.

Sean is 55 years old and has an intellectual disability.

The staff ask Sean to sign a health form.

The form says if Sean gets very sick he will **not** get treatment.

This means he might die.

Sean does not understand the form.

Sean does not want to sign the form.

Health workers should

- Make sure people in aged care homes like Sean have access to advocates.
- Not make people sign health papers.

Remember

People with disability have the same rights as other people.

People with disability have the right to

- Good health and health care.
- Make their own choices and have support.
- Information like Easy Read.

Health and disability workers should

- Know about rights
- Find ways to protect rights

Australian Human Rights Commission

For more information

Call **1300 369 711**

Email **communications@humanrights.gov.au**