

# Consumer Handbook



**December 2014**

**This book will tell you about:**

**1. The accommodation Services provided by Forsight Australia.**



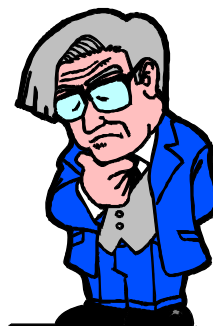
**2. Your rights and responsibilities**



**This is a book for you to keep.**

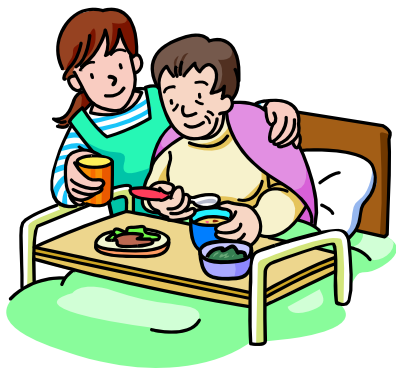


**If you are worried about something, this book can help you find out how to fix the problem. You can ask a carer or other people to help you read this book and find out how to fix your problem at any time.**



## The Service

Forsight Australia support services provide support to you to help you with the things that you need to do every day.



The carers will help you plan for the things you need help with and help you do things that you like to do in the community.



Your carers can help you with lots of things. They can help you to enjoy things you like to do and they can help you to learn new things.

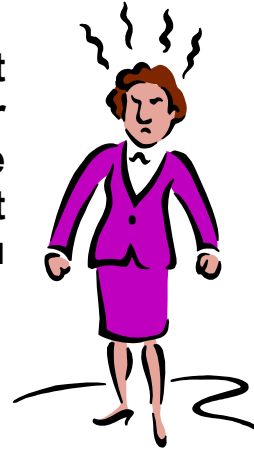


## Your Rights and Responsibilities

You have the same rights as others like saying where you would like to go and what things you like to do.



If you feel unhappy about what happens, tell your carer, your family or the person who gave you this book. You can still get the things you want even if you complain.



If you don't want some things done any more you can tell somebody about it. You can tell your carer, your family or the person who gave you this book.



Your carer may ask you for information about yourself but only what he/she needs to know to help you get the things you need or want.



**You can see anything that is written in your file about you, ask your carer, your family or the person who gave you this book.**

**You have a right not to be hurt by anyone.**



**You have a responsibility not to hurt anyone else or other people's things.**



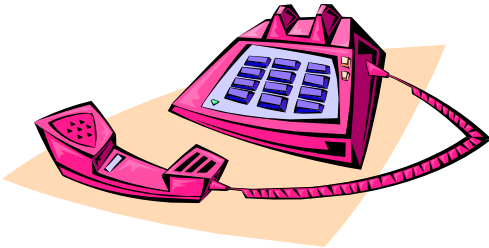
**No one has the right to touch you or make you touch them if you don't want them to.**

**If someone takes your money or asks you to take money out of the bank or spend your money on something you don't want, tell your carer or family.**



**If someone hurts you or makes you do something you don't think is right, tell your carer, your family or the person who gave you this book.**

**If you need help solving problems, other people can speak for you to help you solve any problems.**



**You can telephone Trish Wetton on (02) 9872 9000 if you want to complain or get help about the things you want or need.**