

## PARTICIPANT CHARTER – EASY ENGLISH

KinKera supports the rights of everyone. We will help you understand your rights and responsibilities.



We comply with all laws and rules to support you in exercising your rights.



You have the right to access supports that:



- Respects your legal and human rights



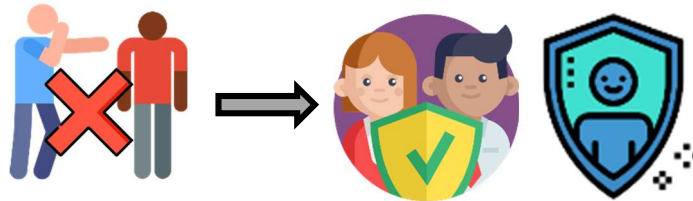
- Respects your beliefs



- Respects your privacy



- Keep you free from harm, being used or discriminated against



- Allows you to exercise informed choice and control

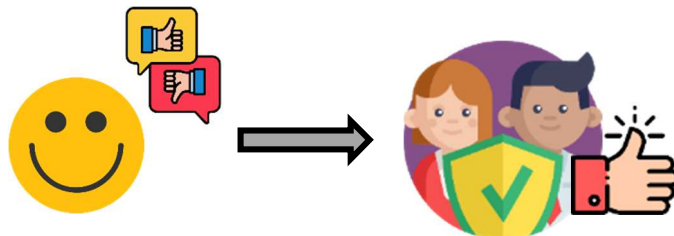


We will tell you about your rights. We will uphold your rights.

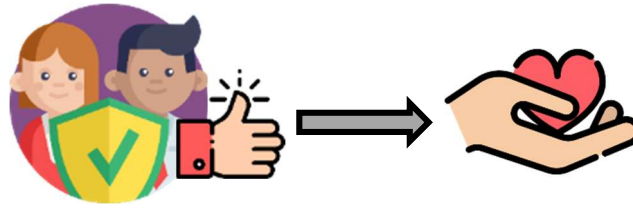


We will do all of the following things:

- provide supports that respects your decision making and self-determination.



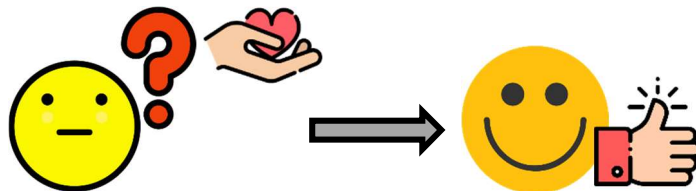
- support you to make informed choices and control over the supports we provide.



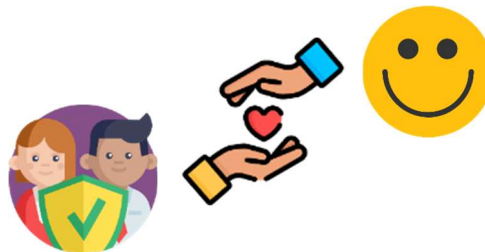
- respect your right to intimacy and sexual expression.



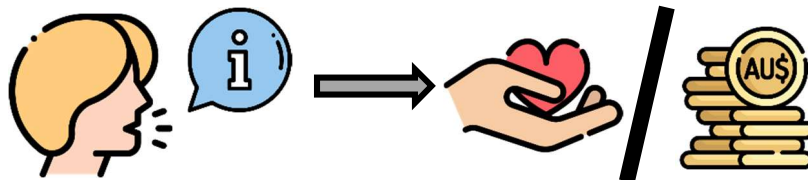
- give you time to consider your support options and let you seek help if needed.



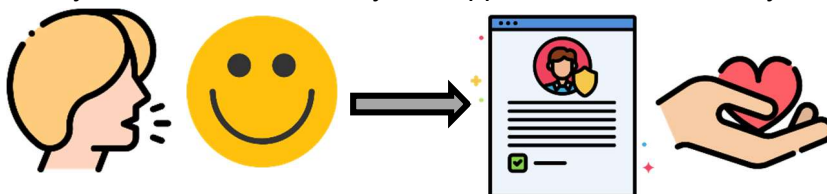
- treat you fairly, we will be kind and respectful. We will not discriminate against you.



- give you information about our services and costs.



- involve you in decisions about your supports. We will involve you in our policies.



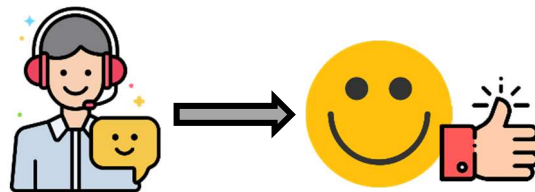
- provide services that respects your background, your religion, your culture.



- help you provide feedback to us. We will help you make a complaint if you need to make one.



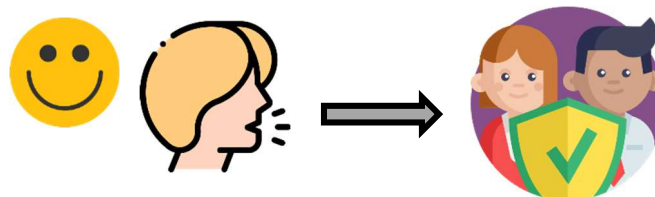
- resolve any complaints you make as quick as we can.



- help you find advocates or interpreters if you need them.



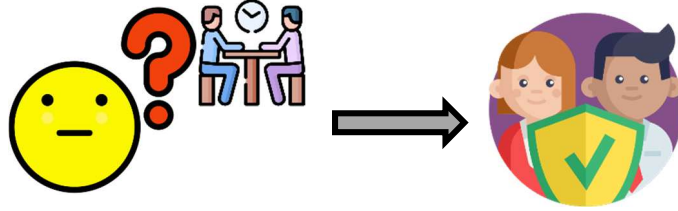
You can have someone speak for you if you choose to.



We ask you to give us information that will help us support you.



If you can't make an appointment, please tell us.



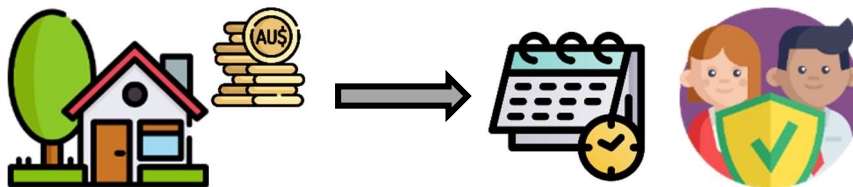
We ask that you show respect to our staff, other residents and service providers.



We ask you to give us feedback, so our services get better.



We ask you to pay your rent on time.



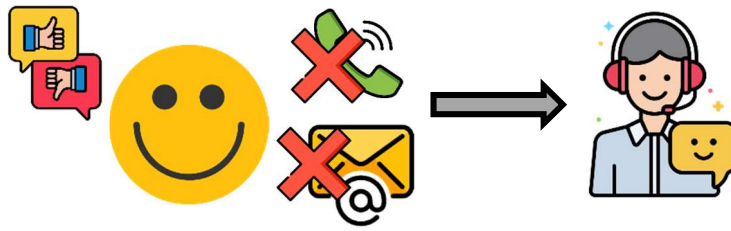
Anyone can make a complaint or give feedback to KinKera.



KinKera will be fair to everyone who makes a complaint. KinKera will not punish anyone for making a complaint.



You don't have to give your name or details when making a complaint, you can be anonymous.



You can make a complaint

- To any staff member



- Email: [feedback@kinkera.com.au](mailto:feedback@kinkera.com.au)



- By phone: **1300 082 353**



- Through KinKera's website: [www.kinkera.com.au/feedback](http://www.kinkera.com.au/feedback)



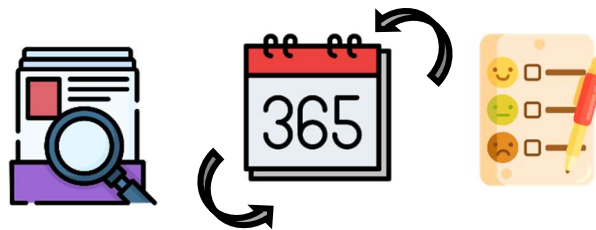
- By submitting a completed Feedback and Complaints form



- Or to the NDIS Commission on 1800 035 544 or [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



We will review this Participant Charter every year and will include feedback from Participants.



#### DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
2.1	26/07/2021	Adam Yeomans
Version History		
Version No.	Review Date	Revision Description
1	13/11/2020	Updated ways to provide feedback