I’m the boss

Getting the right person for the job?

or

Is the community or health service right for me?
Why the booklets might help

When you need to find the right support

from a disability service

or a health service

or a person you want to work for you

It can be hard to know where to start
The NDIS says people with disability must have choice and control when you get support.

This is a new way.

We hope the tips in the booklets will help you have choice and control when you talk to any support or health service not just NDIS services.

How to use the booklets

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 at the end of this booklet.
You can ask for help to read and understand the booklets.

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

You may not want to read this all at once.

There are 7 booklets on different topics.
You may like to read these 1 at a time.
Get and keep the right support for me

What information do I need to make a good decision?

Booklet 1  My Story – what people need to know about me
This is where you tell people important information about you

Booklet 2  What are my rights?

Booklet 3  Preparing to talk to a person or a health or community service provider to get what I need
Booklet 4  Talking to the person or service provider

Booklet 5  After the talk – what do I think?

Booklet 6  What do I do next?

Booklet 7  Questions for Health Care workers
What the **words** mean

**Accessible**  easy to understand or get into

**CEO**  Chief Executive Officer - the leader of an organisation

**choice and control**  being in charge of your life

**Convention**  an agreement about how countries governments will behave

**emotional abuse**  when how someone talks to me leads to me feel bad about myself

**Jargon**  using long difficult words or sentences when simple words are better

**Harassment**  upsetting or scary behaviour that goes on and on

**LGBT**  lesbian, gay, bisexual and transgender

**Neglect**  not being looked after properly
**Pharmacist** a person who is trained to understand the effects of pills and creams

**policies and procedures** tells you what an service wants to do and how they want to do it

**Rights** a set of rules to give people justice and a fair go. They need to be followed by all a country’s laws.

**Risks** bad things that might happen
The Health and Community Services Complaints Commissioner

Call us on 8226 8666
If you live in the country, call us on 1800 232 007
Do not use a mobile phone to call the 1800 number
If you use the National Relay Service, call 133 677

Email us at: info@hcscc.sa.gov.au

Write to us at:
HCSCC
PO Box 199
Rundle Mall SA 5000

On the Home page of the HCSCC website there is a picture of an older woman in bed. A younger woman leans over her. Below is a box with writing that says HOW TO LODGE A COMPLAINT ONLINE – click that box.

This document was made by the South Australian Health and Community Services Complaints Commissioner using Photosymbols, stock photography and custom images. You cannot use any of the images without permission.

Phone 8226 8652.

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Version: May 2017