



Disability services. Putting you first.

Our Service and Your Rights



It is written in an easy to understand way.

We use pictures to explain things.



This document lets you know the level of service you can expect from Aruma.

The information in this document is taken from the Ageing Disability and Home Care's Standards in Action document.

What You Can Expect from our Organisation

We offer services in safe environments that are well managed to deliver positive outcomes for you, your family and carers.

At Aruma:

- we provide quality services delivered by skilled employees
- our employees have the right values, attitudes, goals and experience
- our employees are supported and supervised to allow them to best meet your needs
- we create and maintain accessible and safe physical environments
- we are accountable to you and act in your best interests
- we ask you, your family and carers to give us feedback about our organisation.

Your Rights

You have the right to be treated well and to be involved in the community. You also have the right to make decisions about your life.

At Aruma you will:

- have access to information and support from our employees to help you to understand and exercise your rights
- receive a service that gives you choices about your social and cultural involvement
- not be treated badly regardless of your race, sex, age or ability
- have your personal records and details about your life kept private
- have your decisions respected, including about medical treatments
- make the decisions about the supports you receive and will be supported and encouraged to fulfil your dreams

Community

Aruma will give you more opportunities for involvement in the community. We look outside the disability system to find a range of opportunities and options for you.

At Aruma you will be encouraged and supported to be involved in the community in ways that are important to you. For example what you want to do for work, learning, fun and the people who you want to spend time with.

We can work with your family, carer, guardian or advocate to help you make these choices if you want us to.

Your Choices

Aruma respects your right to make your own choices. These may be small choices like what you want to eat, or large choices like what job you want to do.

If you are unsure of what choices you want to make we will help you think about the benefits and risks for each decision and find creative ways to help you decide.

We support you to decide how your family, carers and advocates may help you to make decisions. Aruma respects the views of family and carers in helping you to make decisions but you have the final say about what you want.

Your Access to Our Services

You have the right to fair and equal access to a range of supports and services. Aruma's services are flexible and focus on what you want out of life.

We can help you to develop strong support networks, access appropriate living arrangements, develop skills, participate in employment and become involved in recreational activities.

We also work with other organisations to provide you with a greater number of services that you can access.

For more information about our services visit our easy to read webpage with large text or follow us on twitter or Facebook. You can also phone, fax or visit our offices. We are happy to help and our buildings are accessible and clearly signposted.

Please tell us if there is any thing stopping you from using our services and we will try to minimise them. This may include:

- physical barriers,
- financial barriers,
- needing more information or better communication,
- transportation, or
- geographical and cultural barriers.