

Easy English Clients Rights Policy

Easy English



This guide will help you understand your **rights** while receiving services from us.



A right is something a person is allowed to do or have.



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.

You can ask a family member or a friend to help you.

You can ask a support person to help you.

Your rights are very important to us

You have the right to



- choose your service provider



- choose the types of support you need



- receive information and support to help you make choices



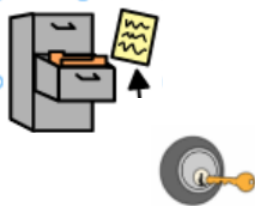
- feel safe when we support you



- be proud of who you are.



We will listen to you and help you get the services you need.



We will keep information about you private.



We like it when you give us feedback about our services.

It helps us do things in better ways.



We will work with you to solve problems.



CPL workers must protect your rights.

Workers who believe your rights are at risk must tell us.



You can ask us questions about your rights.



You can give us feedback about your rights.

How to contact us



Call us on 1800 275 753



Use the contact form on our website www.cpl.org.au

Click on the words Contact Us at the top of the page. Fill in the form.



Post a letter to Level 2, 340 Adelaide Street, Brisbane QLD 4000

We have written this document in an easy-to-read way.

Please contact us if you would like to receive our complete Client Rights & Culture Policy.

The CPL Group acknowledges the Traditional Custodians of country throughout Australia and we pay our respects to Elders, past, present, and emerging.