



PEOPLE OF PEONY'S PARTICIPANTS RIGHTS AND RESPONSIBILITIES POLICY AND PROCEDURE

What is This About?

This is about your rights when you get support from People of Peony. It explains what you can expect and what we promise to do to respect and protect your rights.

What Are Rights?

Rights are the rules that help keep you safe, free, and treated fairly. Everyone has rights, including people with disabilities.

Your Rights Include

- Being treated with respect and kindness
- Being safe
- Making your own choices
- Speaking up and being listened to
- Getting information in a way you understand
- Having privacy and keeping your information safe
- Practising your culture, religion, or beliefs
- Getting help from an advocate if you want one



Your Responsibilities

- Be respectful to others, including staff and other participants
- Try to be on time and let us know if plans change
- Be safe and kind
- Talk to us if something isn't working

What People of Peony Promises:

- We will give you a booklet called the **Participant Charter** and explain your rights.
- We will use words and communication you understand.
- We will listen to your feedback.
- If something is wrong, we will try to fix it.
- We will never make choices *for* you – we help you make your own choices.

What Do You Learn About Your Rights?

- We will talk to you about them when you join us
- You will get a handbook with your rights in it
- You can ask us to explain things at any time
- You can ask for Easy Read or different language versions



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What Can You Do If You Feel Your Rights Are Not Respected?

- Tell your support worker or coordinator
- Fill out a feedback or complaints form
- Ask someone to help you make a complaint
- Use an advocate to speak on your behalf

What Staff Must Do?

- Know and protect your rights every day
- Treat you with respect, kindness, and fairness
- Help you feel safe and understood
- Keep private information private
- Learn about your culture and meet your needs respectfully



We Check Your Rights Regularly

People of Peony checks:

- If you know your rights
- If you feel safe and respected
- If you are happy with your support
- If you feel confident to speak up
- How we handle complaints and feedback

You have the right to be heard. You have the right to choose. You have the right to feel safe. And you have the right to be YOU.

DOCUMENT CONTROL

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