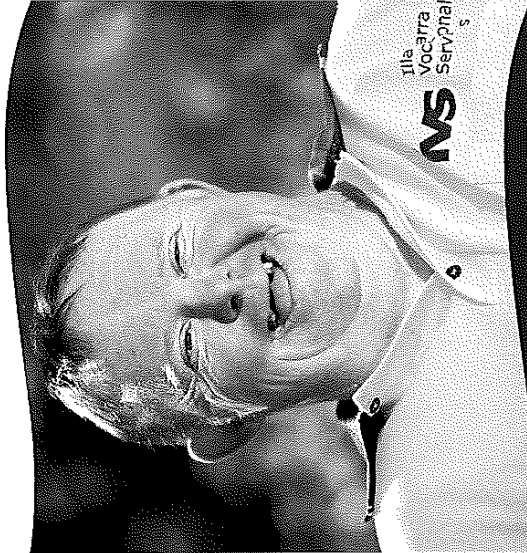
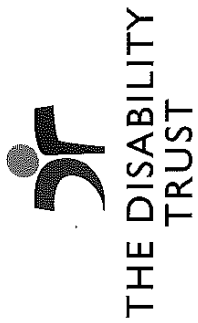




Improving our Services

The Disability Trust is committed to encouraging people with a disability, their families and carers to make comments, offer suggestions or raise issues about our services, policies or programs. There are a number of ways you can offer suggestions for improvements to our services, policies or programs:

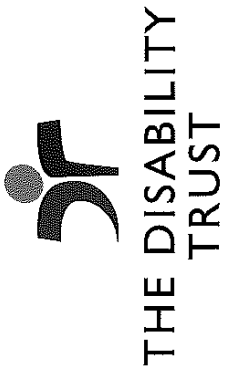
- talk to your Support Worker or a Project Officer about your ideas or concerns
- participate in Consumer Forums or Service Meetings
- respond to annual surveys asking for your opinions on our services
- obtain a "Service Improvement and Feedback Form" on www.disabilitytrust.org.au or by calling Information Services on 1300 797 443.



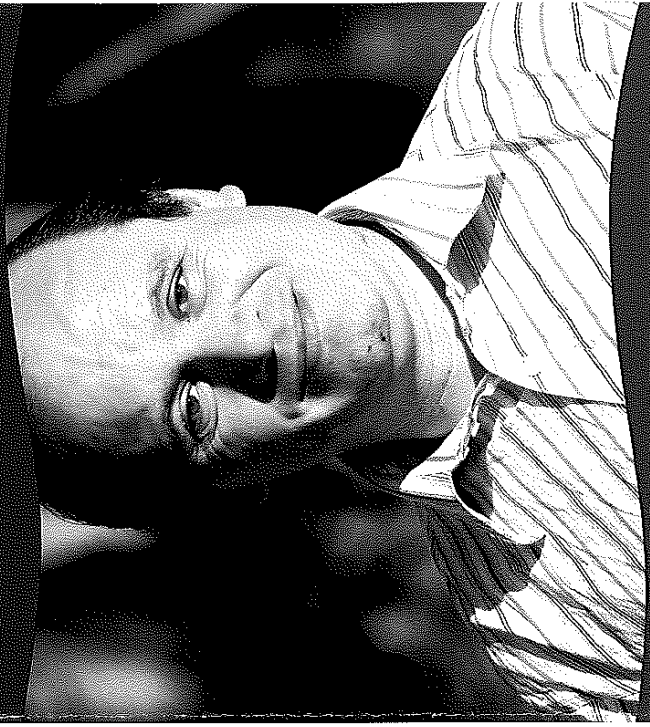
Where can I get more information:

The Disability Trust
100 – 102 Jardine St
PO Box 395 Fairy Meadow
Phone: 02 4255 8000
Fax: 02 4255 8088
Distance calls: 1300 797 443

For interpreter support in your language call the Telephone Interpreter Service on 131 450



Your Rights in Receiving Services



...creating an inclusive world



The Disability Trust has a commitment to ethical practice and believes all people should be treated fairly and with respect.

We aim to provide the best possible services to enhance the lives of people with disabilities and their families. We support the rights of people with a disability to fully participate in community life.

Privacy

The Disability Trust supports and respects you and your family's right to privacy and confidentiality in all aspects of your life. We will ensure the safe collection, storage and use of any personal information. Private information will not be disclosed without your permission unless we are required by law to do so.

If you would like a copy of our "Privacy, Dignity and Confidentiality Policy" please contact Information Services on 1300 797 443.



Complaints

If you are unhappy about the service that you receive from us, please let us know. The Disability Trust supports your right to make a complaint about any aspect of the services you receive. We are committed to dealing with any complaint fairly and within a reasonable time.

If you would like a copy of our "Complaints Policy" please contact our Information Services on 1300 797 443.

Access and Equity

The Disability Trust makes sure that our services are available to all people who meet the funding criteria. Race, religion, culture, gender, sexual preference or ability to pay will not affect your eligibility to receive a service.

If you require an interpreter please call us through TIS (Telephone Interpreter Service. Phone number 131450).

Meeting Your Individual Needs

We will work with you to identify goals that reflect your individual skills, needs and

preferences and we will actively support your independence and inclusion within the community. If you would like information regarding how your individual needs can be met please contact the service manager or coordinator of your service.

Accessing Our Services

The Disability Trust provides many different services, each with its own guidelines. To find out what services you or your family are eligible to receive please contact our Information Services on 1300 797 443.

Supporting your Health and Safety

Our services are designed to support your health and safety. Our staff are trained to deliver high standards of service, to give you choices and options in your daily life and to support your independence and inclusion in community life. The Disability Trust screens our employees in order to protect your security and wellbeing.