



## Rights and Responsibilities Protocol

At roundsquared we believe that every person should be treated the same. Every person has the right to be treated well. Every person has the right to live without fear and everyone has the right to feel safe.

### WHAT ARE MY RIGHTS?

If you need help saying what you want, you can get an **advocate**.

An advocate is an independent person who will speak for you.

If you want an advocate, we can help you find one.

If you are not happy with our service, you can make a **complaint**.

Your complaint will help us improve our services.

You can make your own **choices**.

We will give you all the information you need to make the right choice.

You have the **right** to:

- Have your values and beliefs respected
- Make informed choices
- Be protected from violence, abuse and discrimination

### WHAT ARE OUR RESPONSIBILITIES?

We aim to ensure there is no conflict of interest between you and our staff.

A **conflict of interest** is when someone does not do their job fairly. They may provide better services to one Member than other Members.

We have a **duty of care** to protect you from getting hurt as we help you reach your goals.

We protect your **private** information.

We create a **service agreement** that explains all the services you receive.

This also helps us understand if our services are meeting your goals.

When you ask roundsquared to support you, we will do our best.  
roundsquared staff will respect your choices and the decisions that you make.  
We will work in partnership with you.