

# How to Use this Information Sheet



When you see the word “**we**” it means True Relationships & Reproductive Health.



You can get help to read this information.

You can ask a worker or someone you trust.

Not bold

We have written some words in **bold blue** writing.

**Bold blue**

We will explain what these words mean.

# Your Rights



You have **rights** when you get help from us.



**Rights** are rules to make sure everyone gets what is fair and safe.



We will:

- be reliable



- be organised



- be honest



- be safe



- work with you to reach your goals and needs

We include people of all:



- ages



- genders
- sexualities



- education levels



- type of disability



- religions



- cultures



**You** know the most about your life.

We will respect this.





**You** have the **right** to be treated with respect and kindness.




**You** have the **right** to privacy and confidentiality.

**Confidentiality and Privacy**

 You have a **right to confidentiality** when you get help from us.

 A **right** is a rule that makes sure you get what is fair.

 **Confidentiality** means things you talk about with us are **not** shared with anyone outside this service.

If you want to know more about confidentiality, you can read –

- **‘Confidentiality and Privacy’** information sheet



**You** have the **right** to make your own decisions.

We will share information to help you make decisions.

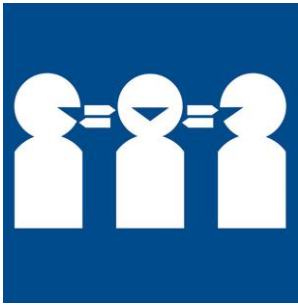


**You** have the **right** to stop or **not** use the service.

We will **not** punish you if you choose to do this.



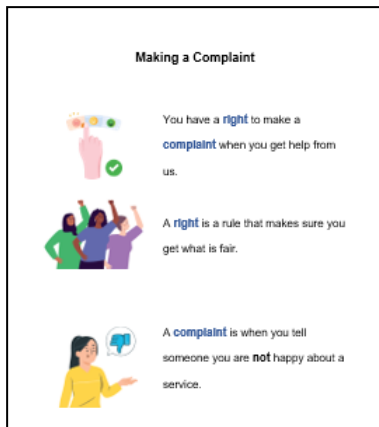
**You** have the **right** to have a support person with you.



**You** have the **right** to use an interpreter.



**You** have the **right** to complain and give feedback.



If you want to know more about complaints, you can read –

- **‘Making a Complaint’** information sheet



**You** have the **right** to be given information you understand.

We will give you correct information.



We will tell you about other services  
that could help you.



**You** can look at the notes we keep  
about you.

**You** can make changes to your notes.

**We care about your rights.**