

Charter of Rights and Responsibilities for People We Assist (Adults)

	As a person we assist you have the right to:	As a person we assist you have the responsibility to:
Dignity and Respect	<ul style="list-style-type: none"> • Be treated with dignity and respect. • Be acknowledged as an expert of your own life. • Express your individual values, beliefs, identity, views and culture. • A high-quality service that responds to your circumstances, goals, strengths, and needs. • Be free from discrimination in relation to any aspect of your identity. 	<ul style="list-style-type: none"> • Communicate and act in a way that shows respect to other people and their safety. • Respect the diversity, culture, values, and beliefs of other people. • Refrain from aggressive, threatening or violent behaviour towards other people. • Respect the property of others.
Fairness and Access	<ul style="list-style-type: none"> • Access our services if they meet your needs. If we cannot meet your needs, we will connect or refer you to a suitable service. • Have your children's needs considered and supported within our services. • Request access to your personal information held by us. • Exercise your rights without it negatively affecting the way you are treated. • Clear information about any costs for services. 	<ul style="list-style-type: none"> • Respect other people's right to access our services. • Respect children who may be accessing our services. • Tell us if the services you or your children are accessing are not right for you.
Safety and Wellbeing	<ul style="list-style-type: none"> • Feel safe in our services and programs. • Understand how we manage incidents and expect that we will take action to address incidents and concerns in a timely and appropriate manner. • Connect with the support you need in an emergency or disaster. 	<ul style="list-style-type: none"> • Play a part in creating and maintaining a safe environment for yourself and others. • Tell us if you feel unsafe or have concerns about our services or programs.
Participation and Communication	<ul style="list-style-type: none"> • Be supported to make your own informed decisions. • Be provided with options and information so you can make the best decision. • Be involved in decisions which affect you. • Be provided with information in a format, mode or language you understand. • Be listened to and understood. • Have other people important to you included in your support, including an advocate. • Be informed of all rights and responsibilities when you engage with our service. 	<ul style="list-style-type: none"> • Tell us if you have questions or if you do not understand the information we have given you. • Tell us if you would like us to communicate with an advocate or other representative or support person. • Provide accurate information that will assist us to give you the best possible support. • Tell us about your decisions so we can support you. • Tell us if you cannot work towards the goals in your plan or if you cannot attend your appointments. • Tell us if you have concerns about a person supporting you.
Privacy	<ul style="list-style-type: none"> • Personal privacy, including access to private and safe places to meet. • Have your personal information protected. • Be informed about when we may need to share your personal information. 	<ul style="list-style-type: none"> • Respect the privacy of other people and their information.
Feedback and Complaints	<ul style="list-style-type: none"> • Put forward a complaint without fear of retribution. • Get our help to make a complaint and be supported through the complaints process if requested. • Get a timely, fair, and respectful response to your complaint. • Give us feedback on our services and make suggestions for improvements. • Hear about improvements we have made because of feedback. 	<ul style="list-style-type: none"> • Let us know if something has gone wrong or if our service can be improved. • Tell us if you are unhappy with how your complaint or feedback has been addressed.

Children and Young People

Your rights and responsibilities

Your Rights. You have the right to:

- be treated with respect and fairness no matter what.
- understand your rights and responsibilities.
- be free from discrimination in relation to your age, disability, gender, ethnicity, or other personal characteristic.
- feel safe in our services.
- expect adults to do what is best for you.
- have a say in decisions that affect you, like your plan or the services you access.
- have access to services that meet your needs.
- have access to information in a way that you understand.
- have family, friends, advocates, or others of your choice involved in your support.
- express your views, values, beliefs, identity, and culture.
- tell us how we can improve the way we do things.
- complain, and receive support to make a complaint.
- privacy.
- have your information kept securely, and to understand when we may share your information to support you, or when the law says we must, or to keep you safe.
- have your concerns taken seriously and addressed by us.

Your Responsibilities. We ask you to:

- respect other people.
- respect other people's belongings and Vinnies' property and belongings.
- not bully, be aggressive or violent to other people.
- respect other people's right to access our services.
- help keep yourself and other people safe. Tell us if there is a danger.
- tell us if you feel unsafe, worried, or unhappy about something.
- tell us if you do not understand the information we've given you.
- tell us if you are unhappy with how your complaint or feedback has been addressed.