



# CHARTER OF RIGHTS AND RESPONSIBILITIES

## FOR PEOPLE WE ASSIST



### As a person we assist you have the right to:

#### Dignity and Respect

- 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.

#### Fairness and Access

- 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.

#### Safety and Wellbeing

- 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.

#### Participation and Communication

- 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.

#### Privacy

- 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.

#### Feedback and Complaints

- 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.

### As a person we assist you have the responsibility to:

#### Dignity and Respect

- 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

- 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

- 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

- 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

- Respect the privacy of other people and their information.

#### Feedback and Complaints

- 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.