



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:
<p>Dignity and Respect</p> <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. 	<p>Dignity and Respect</p> <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.
<p>Fairness and Access</p> <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. 	<p>Fairness and Access</p> <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.
<p>Safety and Wellbeing</p> <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. 	<p>Safety and Wellbeing</p> <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.



As a person we assist you have the right to:	As a person we assist you have the responsibility to:
<p>Participation and Communication</p> <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.	<p>Participation and Communication</p> <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.
<p>Privacy</p> <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.	<p>Privacy</p> <ul style="list-style-type: none">• Respect the privacy of other people and their information.
<p>Feedback and Complaints</p> <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.	<p>Feedback and Complaints</p> <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.