Your Rights



This document explains Cahoots Person Centered Support Policy (Participant Charter of Rights)

A policy tells you **HOW** and **WHY** we do things

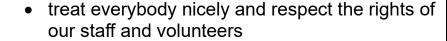
When you see the word we or us in this document it means Cahoots

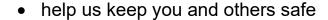
This policy tells you about Your rights Your responsibilities How we respect your rights
Who is this policy for? It is for you and your family or your decision makers
Your Rights Are rules and laws about what you can do and have
Your Responsibilities Are actions you agree to do when with us
The Participant Charter of Rights Tells you Your Rights Your Responsibilities Our Responsibilities

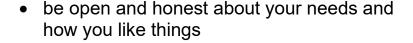
Your Responsibilities

These are the things we expect from you when you decide to use a Cahoots Service

You must







- give us the information we need to help you and let us know if your needs or information change
- Be responsible for your choices and actions even, if they involved some risk
- Let us know if something is making you unhappy or you have problems with our staff or services
- tell us if you cannot go to a camp or program
- follow the service agreement
- Pay for your services on time
- Let us know, in writing, if you want to stop using our services



Human Rights

You have the right to the same freedoms that every person should have

We will make sure your rights are respected and

Treat you with dignity

Give you choice and control

Make information easy to get and understand



Respect



Respect means you accept somebody for who they are, even when they are different from you or you don't agree with them

We will make sure you are given respect

- We know that everyone is important
- We know your needs are important
- We treat you in a fair way
- We will listen to you

Culture, Values and Beliefs



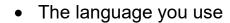
You have the right to be yourself

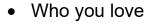
You may do different things because of

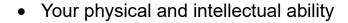


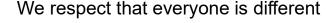












We will make sure you feel safe and happy about being you







Connect to your Community



You have the right to

To decide how you want to live

Take part in your community

We will make sure you get good services that are a right for you and part of the community

Decision Making

You have the right to make your own decisions and choices. You can

- Choose what support you get from us
- Decide what is important to you
- Decide who supports you

We will make sure you

- Have your say and are talked to about decisions in a way you will understand
- Have the information you need to make decisions
- Understand your decision

and

 You are able to tell us that you agree with the decision

or

that you do not agree with the decision

Safety

You have the right to feel safe and be safe We will make sure you are free from

- Discrimination
- Abuse
- Neglect

Discrimination is when you are treated unfairly

Abuse is when someone hurts you, like

Say mean things

Hurts your body

Takes your money

Neglect is when you do not get the care you need













You have the right to get the best services and support from us

You can

- Ask questions about our services
- · Get advice about the support you want
- · Have time to think about what you want
- Work with us to make decisions
- Decide what service you want

We will make sure

- Our service and support is safe
- Our service is right for you
- You know what support you can have

People who can help

You have the right to get help

There can be many reasons why you want someone to help you like

- Deciding on a service
- Making a difficult decision

When you need help you can choose who will help you like

- Your family
- Your guardian
- An advocate

An advocate is a person who is

- on your side
- Will work with you to help you speak up for yourself

We can give you a list of Advocates.

We will make sure the people that are helping you

- are respected
- have the information you need





	Privacy
	You have the right to privacy
	We will make sure your privacy is protected
	We will keep your personal information private
	Follow what the law says we can do with your personal information
	Consent
	You have the right to decide what you consent to
	When you give us your consent it means
	You say YES and
	We can use your information for some things
	We will make sure you say YES before we tell your information to other people
	No Consent
	Sometimes we have to share your information without your consent if
	The law tells us to do so; or
	We believe that it is to stop you or someone else from getting hurt or dying; or
	To find you if you get lost
	Sometimes you may want to change what consents you have given. You can do this by writing or emailing Cahoots at anytime
	Sometimes you may not want us to use your personal information

Complaints and Feedback

You have the right to make a complaint or give us feedback. You can

- Tell any Cahoots worker or volunteer
- Send us an e-mail at info@cahoots.org.au
- Telephone us on 1300 103 880
- Complete the website <u>Cahoots Feedback and Complaints Form</u>

We make sure we

- Listen carefully and respect your views
- Are culturally sensitive
- Protect your privacy
- Work with you to help sort out the problem



You can request the Cahoots **Person Centered Support Policy** (Participant Charter of Rights) by contacting us

Send us an e-mail at info@cahoots.org.au

Telephone us on 1300 103 880