





# 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**

	<p><b>This policy tells you about</b></p> <p>Your rights</p> <p>Your responsibilities</p> <p>How we respect your rights</p>
	<p><b>Who is this policy for?</b></p> <p>It is for you and your family or your decision makers</p>
	<p><b>Your Rights</b></p> <p>Are rules and laws about what you can <b>do</b> and <b>have</b></p>
	<p><b>Your Responsibilities</b></p> <p>Are actions you agree to do when with us</p>
	<p><b>The Participant Charter of Rights</b></p> <p>Tells you</p> <ul style="list-style-type: none"><li>• Your Rights</li><li>• Your Responsibilities</li><li>• Our Responsibilities</li></ul>



## Your Responsibilities

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

You must

- treat everybody nicely and respect the rights of our staff and volunteers
- help us keep you and others safe
- be open and honest about your needs and how you like things
- 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

	<p><b>Respect</b></p> <p><b>Respect</b> means you accept somebody for who they are, even when they are different from you or you don't agree with them</p> <p>We will make sure you are given respect</p> <ul style="list-style-type: none"> <li>• We know that everyone is important</li> <li>• We know your needs are important</li> <li>• We treat you in a fair way</li> <li>• We will listen to you</li> </ul>
   	<p><b>Culture, Values and Beliefs</b></p> <p>You have the right to be yourself</p> <p>You may do different things because of</p> <ul style="list-style-type: none"> <li>• Where you were born</li> <li>• Your age</li> <li>• Your gender</li> <li>• The language you use</li> <li>• Who you love</li> <li>• Your physical and intellectual ability</li> </ul> <p>We respect that everyone is different</p> <p>We will make sure you feel safe and happy about being you</p>
	<p><b>Connect to your Community</b></p> <p>You have the right to</p> <p>To decide how you want to live</p> <p>Take part in your community</p> <p>We will make sure you get good services that are a right for you and part of the community</p>



## 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



## Services and Supports

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

	<p><b>Privacy</b></p> <p>You have the right to privacy</p> <p>We will make sure your privacy is protected</p> <p>We will keep your personal information private</p> <p>Follow what the law says we can do with your personal information</p>
	<p><b>Consent</b></p> <p>You have the right to decide what you consent to</p> <p>When you give us your consent it means</p> <ul style="list-style-type: none"> <li>You say <b>YES</b> and</li> </ul> <p>We can use your information for some things</p> <p>We will make sure you say <b>YES</b> before we tell your information to other people</p>
	<p><b>No Consent</b></p> <p>Sometimes we have to share your information without your consent if</p> <ul style="list-style-type: none"> <li>The law tells us to do so; or</li> <li>We believe that it is to stop you or someone else from getting hurt or dying; or</li> <li>To find you if you get lost</li> </ul> <p>Sometimes you may want to change what consents you have given. You can do this by writing or emailing Cahoots at anytime</p> <p>Sometimes you may not want us to use your personal information</p> <p>You can say <b>NO</b> but</p> <p>This may mean we <b>cannot</b> give you the service or supports you want</p>



## 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](mailto:info@cahoots.org.au)
- Telephone us on 1300 103 880
- Complete the website [Cahoots Feedback and Complaints Form](#)

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](mailto:info@cahoots.org.au)

Telephone us on 1300 103 880