

Person we assist charter of rights and responsibilities- for adults

We will work with you as an active participant, respecting your rights and responsibilities during your engagement with Vinnies Services.

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 respect and acknowledged as an expert of your own life. • Receive a high-quality service that is responsive to your circumstances and needs. • Be informed of your rights and responsibilities when you engage with our services. • Be free from discrimination in relation to your age, disability, gender, sexual preferences or ethnicity. 	<ul style="list-style-type: none"> • Use language and act in a way that shows respect to other people. • Respect the diversity of other people. • Respect the property of others and the Society. • Not threaten, be aggressive or violent towards others.
Fairness and Access	<ul style="list-style-type: none"> • Access our services if it meets 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. • Practice your individual values, beliefs, culture and sexuality. 	<ul style="list-style-type: none"> • Respect other people's right to access our services. • Respect children who may be accessing our services.
Safety and Wellbeing	<ul style="list-style-type: none"> • Feel safe in our services and programs. • Tell us if you feel unsafe or have concerns within our services or programs. • Know that we will take steps to keep you safe in our services. • Understand how we manage incidents and that we will take action to address incidents and concerns. 	<ul style="list-style-type: none"> • Play a part in creating and maintaining a safe environment for yourself and others.
Participation	<ul style="list-style-type: none"> • Make choices about your goals, who you work with and have significant others included to support you, including the right to access an advocate. • Be informed and supported to make your own decisions. • Work with us to develop an individual plan, that meets your needs and helps you to achieve your goals. 	<ul style="list-style-type: none"> • Provide information that will assist our services to give you the best possible support. • Tell us if your plan or the services you are accessing are not right for you, or you are unable to work towards your goals.
Communication	<ul style="list-style-type: none"> • Be kept informed of decisions which affect you. • Be provided with options and information so you can make the best decision. • Be provide with information in a format and language you understand. 	<ul style="list-style-type: none"> • Ask us if you have questions or do not understand the information, we have given you.
Privacy	<ul style="list-style-type: none"> • Have confidence that we will keep your information confidential. Know that we may need to share your information to support you, if required by law or for your safety. We will explain what this means when you use our services. • Go somewhere private to talk to the people you are working with. 	<ul style="list-style-type: none"> • Respect the privacy of other people.
Feedback and Complaints	<ul style="list-style-type: none"> • Put forward a complaint without fear of retribution. • Get our help to make a complaint. • Get a timely and respectful response to your complaint. • Give us feedback on our services and make suggestions for improvements. 	<ul style="list-style-type: none"> • Tell us if you are unhappy with how your complaint or feedback has been addressed.

Your rights and responsibilities- for children or young people

Your Rights. You have the right to:

- be treated with respect and fairly no matter what.
- be free from discrimination in relation to your age, disability, gender or ethnicity.
- 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 services you access.
- have access to services for your health and wellbeing.
- have access to information in a way that you understand.
- express your views, values, beliefs, identity, and culture.
- tell us how we can improve, change things or make a complaint.
- tell us if you feel unsafe, worried or are unhappy about something and know we will take it seriously and take action to help you.
- [UN Convention on the Rights of the Child](#)

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 or a decision that has been made.
- tell us if you are unhappy with how your complaint or feedback has been addressed.

Vinnies' Responsibilities. You can expect that Vinnies will:

- treat you with respect.
- take steps to keep you safe in our services.
- make sure you have access to services which meet your needs.
- tell you about your rights and responsibilities while at our service.
- respect your views, values, beliefs, identity and culture.
- provide you with information in a way you understand.
- develop a support plan with you to meet your needs and goals.
- help you make a complaint or tell us if there is anything your unhappy or worried about.
- take things you tell us seriously and take action to help you.
- keep your information safe. We will not share your information unless it is to support you, the law says we must or to keep you safe.