

Your Rights

There are rights that all children and young people are due, these rights cannot be taken away from them.

If you are a child or young person receiving services or supports from Disability Living Inc (DLi) you have the following rights which we will respect when you are receiving supports and services from us;

The right to be safe and well cared for

This means:

- knowing that people care about you
- not being hurt or made to feel bad
- not being scared of the DLi staff who look after you
- having someone from DLi check in with you to make sure you are safe and happy
- being well cared for and protected from harm by the DLi staff who look after you

The right to be listened to and have a say in decisions that affect you

This means:

- having a say about the things that affect you (such as who your support worker is and what activities you do, how you spend your time – if it is safe)
- having your opinion asked for and listened to when adults are making decisions that affect you
- knowing who to go to if you have a problem or want to complain about something
- having someone you can talk to who can help you to have a say in whatever way you choose (such as writing it down or getting a friend, Elder or professional to help you speak up)
- being included and having a say about plans for your future

You have the right to be yourself and to be treated with respect

This means:

- being able to feel good about yourself and who you are, no matter what your sexuality, gender identity, race, culture, religion, or passions are
- being included and treated fairly
- feeling valued
- not being bullied, discriminated against, or judged for who you are or what you believe in
- being able to contribute to and own a record of your experiences at DLi
- being able to access information about yourself

Charter of Children and Young People's Rights

You have the right to connect with your culture

This means:

- having our support for knowing what your cultural heritage is and who your family connections are
- support to connect with your Country, community, and cultural services
- having our support to learn your language, stories, songs, dances, traditions and participate in cultural activities
- having a cultural identity and feeling proud and strong about your culture

You have the right to have contact with people who matter to you

This means:

- if you are in respite - knowing about your family and why you are staying with us
- seeing and keeping in regular contact with your brothers and sisters, family, friends, and other people who are important to you – if it is safe to do so
- having regular contact and support from your DLI support worker(s) (and in private, if you want that)
- having support to join groups or sports teams where you can be with your friends or make new friends

You have the right to good health, fun, and play

This means:

- seeing a doctor, dentist, or other health care worker when you are unwell or if you feel that you need to
- being supported to see a counsellor or getting help with your mental health
- getting specialist care for your disability
- getting healthy food and time to exercise and play every day
- relaxing, having fun and joining in activities that interest you

You have the right to privacy

This means:

- if you are in respite, having your own bed
- having your personal things kept safe
- having your privacy respected
- being able to speak to people like a support worker or Advocate (support person) in private
- knowing what information is being shared about you, who it is shared with and why it is being shared

Charter of Children and Young People's Rights

You have the right to a good education

This means:

- support to go to your school or training
- help to use the tools that help my learning (like a laptop, the internet, and textbooks)
- assistance to get extra support with learning if you need it.
- having your potential recognised, with opportunities to develop your talents and interests
- getting support to learn life skills, like cooking and budgeting

If you have a complaint about your services at DLI or, if you feel that your rights aren't being respected, this is what you can do

At DLI we take complaints and concerns about children and young people very seriously. If you think your rights are not being respected and need someone who can help you, or you want to make a complaint, you can:

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- Speak to your DLI support worker(s)
 - Speak to the Team Leader or Manager at DLI
 - Speak to an Executive at DLI (call 8312 5400 and ask to speak to one of the Executive Team)
 - Speak to the Office of the Guardian for Children and Young People on 1800 275 664 - or use their online contact form at www.gcyp.sa.gov.au
 - Speak to the NDIS Commission – 1800 035 544 or online at www.ndiscommission.gov.au

or

- Lodge a complaint through the Department for Child Protection complaints line on 1800 003 305 - or make a complaint online at www.childprotection.sa.gov.au

If you need extra help you can call:

- Kids Helpline (24 hours) 1800 551 800 or use their online webchat at kidshelpline.com.au
- Headspace (for young people over the age of 12) 1800 063 267
- Crisis Care (Department for Child Protection after hours) 13 16 11
- CREATE Foundation 1800 655 105
- And, if you're 16 or over, GOM Central <https://gomcentral.elmplace.org.au/>