



CHARTER OF RIGHTS AND RESPONSIBILITIES



WHAT WE BELIEVE



We are a not-for-profit organisation dedicated to the **support of people with disabilities** to live as **independently** as possible.



We believe that people with disabilities have the **right** to live in the **community** with the **support** they require to undertake activities of **daily living** such as menu planning, shopping, cooking and budgeting and home management.



Some people require more **assistance** with **behaviour support** and we can help in that area too. Our **specialist therapeutic services** can support people with acquired brain injury, autism, personality disorder, mental health issues and forensic disability.



We want you to live as independently as you can and have **control** of how your individual **funds** are spent. We will be **focused on you**, your **needs** and **goals** for the future.



We know you want to do as many things for yourself as you can and **achieve a great life**.



How we work with you is driven by **our values** and belief **in your rights** to have the same **opportunities** available to everyone.

OUR VISION

Great opportunities. Great life.

YOUR RIGHTS: OUR COMMITMENT TO YOU

This charter represents a **commitment from Community Living Options** to uphold the **rights** and **needs** of all individuals using our services and if necessary, help you find an advocate. It covers your:

- **Rights and responsibilities** as an individual and user of our services
- Access to **information**
- **Privacy** and accessing information
- Right to receive appropriate and individualised **support**

It also outlines how you can be expected to be treated, particularly in **decision making**; how to make a **complaint** and seek resolution to issues; advocacy and your **responsibilities** as a consumer of this service. See **'My Legal and Human Rights'** policy for further information.

YOUR RIGHTS AND OUR RESPONSIBILITIES

We support your rights and individual development. **Community Living Options:**



Is there for you when you need **help** with **rehabilitation** and **recovery**



Helps you to become as **independent** as possible



Assists you to make **your own decisions**



Respects your **right to privacy** and **dignity** and to be **treated fairly**



Helps you join with the **community**



Helps you **learn skills** and have a **valued role** in the community



Makes sure the organisation **runs well** and **does its best for you**



Gives you **access to information** we collect about you and fully involves you to express individual **needs** and **desires**



Protects your right as a human being, including the right to enjoy individual **freedoms** without regard to race, sex, national origin, disability, age, religion or sexual orientation. To **live free** from intimidation, harassment and physical or emotional **harm**



Has policies and procedures that **safeguard you** and uphold **your rights**.

YOUR FUNDS: YOUR WAY AND HAVING YOUR SAY



Support will be individually planned – with **you**; goal-focussed, regularly reviewed and will meet your individual needs.



You will be able to **have your say** about things that are **important to you**.

RESPECTING THE RIGHTS OF OTHERS AS A SERVICE RECIPIENT

As a service user, **you** also have **responsibilities**. These are:



To **respect** the legal and human rights of **others**



To accept responsibility for your own **behaviour**



To **comply with reasonable requests** and be good neighbours and tenants



To accept responsibility for personal, household and community **safety** and acceptable **community standards**.

PRIVACY AND ACCESSING INFORMATION



Privacy is about your **rights** as a person to know of, and **control**, any **information** we collect **about you**. You have a right to have **access** to this information and to **have a say** about what happens to the information you reveal about yourself.



CLO has an extensive policy that assists you to recognise your privacy rights and to ensure these rights are **protected** and **respected**.



We only collect information that we **need** to provide you with a **service**. If you would like to **access information** held by CLO, there is a **Request for Information form** that can be obtained through the office. If you require assistance filling out the form, staff are available to help.

COMPLAINTS AND RESOLUTION



You have a right to complain! We will provide you with the opportunity to **make a complaint** without feeling afraid.

We welcome your complaint and we will **respond** quickly to **resolve** any wrongs. Clients, families, friends and others can also contact the management team and/or the Board members. A list is available at the office.



You can **write, telephone or email**. Ask a staff member, friend or family member to **help you** if you are unable to do this yourself. **Tell us** what is wrong as clearly as possible, then a meeting will be arranged. You can have a **support person** or **advocate** with you.



Your complaint will be **addressed** and **investigated** further. The management team will keep you **informed** through the process. Documentation will be kept and you will be told of the **outcome**.



You can contact **outside agencies** for advocacy, interpretation, general help and/or mediation, such as:

- Your NDIS Support Coordinator or Local Area Coordinator
- Disability and Complaints Service of SA Office of the Public Advocate
- Disability Services Commissioner
- National Disability and Abuse Hotline Quality and Safeguards Commission Health and Community Complaints Commission

OUR VALUES

RIGHTS

We value the right of all people to contribute to society, to be valued and respected, to choose and have control over their lives and individuality and to live free from abuse, neglect and exploitation

INTEGRITY

We value reliability, honesty and accountability

RELATIONSHIPS

We value the strength of families, friends and partners in creating an enriched enjoyable life

QUALITY

Delivering excellence

INNOVATION

New ideas and creativity

Our Governance and Management Teams will be happy to help you in any way they can.

OUR MANAGEMENT TEAM

Mel Kubisa, Chief Executive Officer

Tiff Hodge, Chief Financial Officer

Brett Rankine, Executive Manager, People and Culture

Muriel Kirkby, Executive Manager, Disability and CYS

Wendy Pettifer, Executive Manager, Disability and Clinical

Rabecka Stokes, Manager, Quality and Risk

OUR BOARD

Alan Oxenham (Chair)

Christine Dennis

Denice Wharidall

Jan McConchie

Kathy Groat

Marc Keegan

Mike Bessen

Richard O'Loughlin

Ruth Firstbrook

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