



# CHARTER OF RIGHTS AND RESPONSIBILITIES

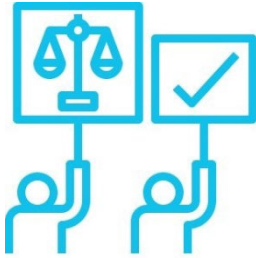


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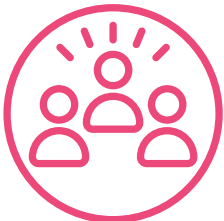
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# What CLO Does and Believes



We support people with disabilities to live independently



We believe that people with disabilities have the right to live in their community



We provide the support they require each day, like shopping, cooking, cleaning and personal care



We can also help with behaviour support



Our team can support people with disabilities and mental health issues



We want you to have control on how your funding is spent



We will be focussed on you, your needs and your goals



We want you to achieve a great life



How we work with you is built on our values and your rights.



**Our Vision: Great Opportunities, Great Life**

## Your Rights and Responsibilities



We will help with rehabilitation and recovery



We will help you to become independent



We will help you make decisions



We will respect your right to privacy and dignity



We will help you join with the community



We will help you learn new skills



We will make sure the organisation is run well and does its best for you



We will give you access to the information we collect about you



We will protect your rights as a human being



We will have policies and procedures to safeguard you and uphold your rights



You also have responsibilities. You need to:



Respect the legal and human rights of other people



Comply with reasonable requests and be a good tenant



Accept responsibility for your behaviour



Be responsible for your safety in the community

## Privacy and Accessing Information



Privacy is about your right to control any information we collect about you



CLO has a policy about privacy



CLO only collect information that we need provide you with our service



You have the right to access such information



If you would like to access your information you can fill in a Request for Information form at the office



## Complaints and Resolution



You have the right to complain if you are not happy



You can do this without being afraid and you will be listened to

**CLO**  
LISTEN TO ME  
PARTICIPANT FEEDBACK FORM

How are you feeling? (circle how you really are feeling) 😊 😞

What would you like us to do?

How would you like us to contact you? (select one)

Phone call  Email  Write

You can fill in a Listen to Me form



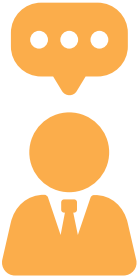
Or you can write, telephone or email.



Tell us what is wrong as clearly as you can



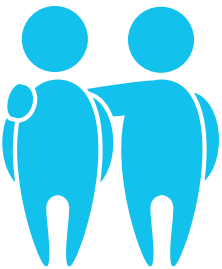
Your complaint will be looked into



Staff or team leaders will tell you what is happening.



You might go to a meeting



You can have a support person with you



You will be told the final result of your complaint

## Your Funds, Your Way

Your Support will be planned with you



It will be goal focussed and will meet your individual needs



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



## Who you can contact for more help



CLO on 7221 9550 or email [hello@clo.org.au](mailto:hello@clo.org.au)



Your NDIS Support Coordinator or Local Area Coordinator



NDIS Quality and Safeguards Commission on 1800 035 544 or email [feedback@ndiscommission.gov.au](mailto:feedback@ndiscommission.gov.au)



Health and Community Services Complaints Commissioner 1800 232 007



Disability Advocacy and Complaints Service of SA (DACSSA) on 7122 6030