

# Participants' Rights and Responsibilities



## An Easy English information sheet

This is about your **rights and responsibilities**.

Rights and responsibilities mean:

- how people should treat you when you use our services
- what you have to do when you use our services.



### **When we work with you**

When Melba staff work with you, they should treat you well.

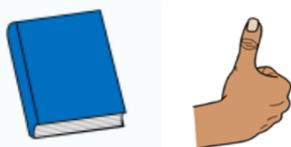


We will support you to work on your goals and do the things you want to do.



We will help you find people to help you when you need it.

The people who work with you put you first.



### **Making sure you have information**

When you need information from us, we will give it to you in a way that is easy for you to read.



If we change something, we will tell you about it.



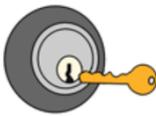
You or your family or friends can ask questions or tell us what you think.

If you tell us about something that has happened, we will **take action**. This means we will find out what happened and make things right.



## Human Rights

We will follow the rules to make sure we respect your rights.



We will keep your information **private**. Private means nobody sees your information unless they need to.



Anyone can use our services. We will not stop anyone from using our services because of who they are.



We support your right to have friends and relationships. We will support you to do this.



If you are not happy with something we have done, you can **complain**. Complain means you tell us what is wrong. You can choose not to tell us who you are when you complain.

You can also choose to get someone to help you complain.



You can also choose who to complain to.

## Your responsibilities

1. When you use our services, you will have a **service agreement**. A service agreement tells you what we will do for you.



The service agreement will have rules for you to follow. You **must** follow these rules.

# Participants' Rights and Responsibilities



## A Plain English information sheet

The fundamental principles of human rights and social justice underpin all Melba Support Services work. Melba seeks to ensure that the human rights of people we support are upheld. This includes their right to self-determination, and their right to diversity. People supported are to be treated fairly and equally as full citizens of Australia and not subjected to discrimination.

Melba believes that diversity is to be embraced and celebrated. Everyone should have the same opportunities to fulfil their dreams and to participate in the community.

### **Service Delivery**

1. People supported are entitled to have all Melba staff and volunteers conduct themselves ethically and as professionals. People will be treated with courtesy and consideration at all times. The service that people receive from Melba will be responsive to people's individual needs.
2. People supported are entitled and encouraged to pursue their own private goals in the same manner that any other member of the community may do so. This includes the right to participate and be meaningfully involved and included in the wider community.
3. Melba will endeavour to provide and encourage people supported to access relevant resources and services (e.g. medical specialists) that they may require to maximise their abilities and opportunities to make informed decisions.
4. Melba workers will provide support using their full professional judgement uncompromised by any conflict of interest.

## **Service Participation**

5. We respect the right of people supported, or their legal guardians, to make decisions and choices for themselves. People supported are entitled to be provided with information in a manner that is accessible and clear to them, in order to encourage meaningful participation in the decision-making process.
6. Melba will ensure that people supported are kept informed of any changes that may impact on them.
7. People supported or the person's support group will be encouraged to ask questions and raise any concerns they have. Any concerns raised will be addressed promptly.

## **Human Rights**

8. Melba will abide by the Victorian Charter of Human Rights and Responsibilities Act (2006) and will do its utmost to ensure that the legal rights of people supported are maintained.
9. Privacy is valued by all members of society and Melba's dealings with people supported should be conducted in a confidential and person-sensitive manner.
10. People supported will not be refused services provided by Melba on the basis of race, creed, colour, religion, sex, sexual orientation, age, national origin or disability.
11. People with a disability have the same right as others to have the experience of meaningful relationships like making friends and having loving relationships with members of the same or opposite sex. Relationships fulfil a number of needs for people including the need for affection, social contact, physical contact and the need to develop a sense of self-esteem and confidence.
12. People supported have the right to make a complaint about Melba's service according to Melba's established complaints and grievances procedures. People supported also have the right to make independent complaints and to engage independent advocates.

## **Participants' Responsibilities**

13. Participants' responsibilities are outlined in detail in each service agreement.