Charter of Rights and Responsibilities: People Supported

Policy Name	Charter of Rights and Responsibilities	Policy No.	P0522
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Policy Owner	Board of Governance	Responsible Person	Meaningful Lives Chair
Applies to	Meaningful Lives Board of Governance		

About Us

Our Vision

Meaningful Lives' vision is people of all abilities living life to the fullest.

Our Purpose

Meaningful Lives' purpose is to partner with community so that people of all abilities have all their needs met and

can live their best life, for their whole life.

Our Why

We are all human beings and each have a unique ability to flourish when given the right support.

Meaningful Lives strongly believes that people of all abilities deserve to live life to the fullest. This means living a

meaningful adult life where people have the opportunity to contribute value to their community. We believe the best way of achieving this is to provide personalised, tailored support which is as unique as the people we serve. We believe in making dreams come true, not in just taking care of people.

Our Commitment

We are committed to making your dreams come true. This means providing you with the support that you need to reach that goal. We focus on providing high-quality, tailored, personalised supports that are as unique as you are.

We respect who you are and want to understand what's important and makes you, you. We'll communicate in a way that works for you and build relationships based on honesty and trust so that you feel comfortable sharing who you are.

We work with the people who care about you (known as your circle of support) to make sure that we're providing the support you need to live a meaningful life.

We encourage and support your right to access and engage with an independent advocate to

represent and support you to understand your rights, ensure you have the information you need, and are supported to make informed decisions about your life.

We will help you build meaningful relationships with your chosen communities and ensure that the supports you receive are community-based and inclusive.

We are committed to maintaining the safety and wellbeing of the people we support. We have zero tolerance to all forms of abuse.

Your Rights

Meaningful Lives respects and fully commits to upholding the rights of its clients, as set out in the United Nations

Convention on the Rights of Persons with Disability (UNCRPD), Charter of Human Rights and Responsibilities Act 2006 (Vic) and the Disability Act 2006 (Vic). These instruments underpin national disability policy and the National Disability Insurance Scheme (NDIS) itself.

In line with this legislation, you have the right to:

1. Be treated with respect, courtesy and dignity.
2. Receive information about:
    - available services and service options
    - the services to be provided and any associated costs; and
    - conditions that may apply to the services being provided
3. Have fair access to support, free from discrimination.
4. Access supports that promote, uphold and respect your legal and human rights.
5. Access supports that respect who you are including your values, beliefs, culture and preferences.
6. Access a service that respects your dignity and rights to privacy and confidentiality.
7. Make your own informed choices and have control over your life.
8. Express yourself, lead the direction of your supports and make your own decisions.
9. Receive supports that are appropriate, safe, high quality and tailored to your ongoing needs and goals.
10. Receive support that maximises your independence.
11. Receive support that is free from violence, abuse, neglect, exploitation or discrimination.
12. Receive services from qualified, caring professionals who have expertise in providing person-led supports.
13. Receive supports that are overseen by strong operational management.
14. Complain or provide feedback about how your supports can be improved.
15. Receive support to change service providers if you choose to do so.

Your Responsibilities

We expect that you will:

1. Treat us with respect and courtesy.

2. Respect the human and legal rights and dignity of Meaningful Lives' staff and other people supported,

including the right to a safe work and support environment.

3. Respect the rights of others including their rights to confidentiality and privacy.

4. Be responsible for your choices and the results of any decisions you make.

5. Be well enough to attend (i.e. non-infectious) and free from the influence of alcohol and drugs when engaging in supports.

6. Play your part in helping us to provide you with services, by telling us:

- about your support needs and any health, behavioural or wellbeing issues; and
- when you're unhappy or something needs improving.

7. Proactively participate in developing, implementing and reviewing your person-led support plans, including attending care team meetings and reading communications from us.

8. Communicate any changes in your circumstances and needs to Meaningful Lives.

9. Promptly pay any fees and charges you owe for your supports and services.

10. Read all communications sent out by Meaningful Lives.

11. Comply with our service conditions and all policies and procedures about persons supported.

Authorisation

Drafted By	Meaningful Lives Executive		
Approved By	Meaningful Lives Board of Governance		
Approved Date	07/11/2024	Review Date	07/11/2026