

# Participant Charter



**SDA Living Australia respects and is fully committed to upholding the rights of all people, including those with disability. We are committed to ensuring you are informed and aware of your rights and responsibilities and are supported to exercise them when required.**

In supporting you to do this, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, the United Nations Declaration on the Rights of the Child, Australian Human Rights Commission Act 1986, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities as well as:

<b>Victoria</b>	<ul style="list-style-type: none"><li>• Charter of Human Rights and Responsibilities Act 2006 (Vic)</li><li>• Equal Opportunity Act 2010 (Vic)</li><li>• Racial and Religious Tolerance Act 2001 (Vic)</li><li>• Sex Discrimination Act 1984 (Vic)</li></ul>
<b>Tasmania</b>	<ul style="list-style-type: none"><li>• Anti-Discrimination Act 1998 (Tas)</li><li>• Racial Vilification Act 1996 (Tas)</li><li>• Equal Opportunity Act 2010 (Tas)</li><li>• Sex Discrimination Act 1984 (Tas)</li></ul>
<b>South Australia</b>	<ul style="list-style-type: none"><li>• Equal Opportunity Act 1984 (SA)</li><li>• Age Discrimination Act 2004 (SA)</li><li>• Disability Discrimination Act 1992 (SA)</li><li>• Racial Discrimination Act 1975 (SA)</li><li>• Sex Discrimination Act (1984)</li></ul>

## **You have the Right to access supports that:**

- Promotes, upholds, and respects your legal and human rights.
- Respects your culture, diversity, values and beliefs.
- Respects and protects your dignity and right to privacy.
- Is free from violence, abuse, neglect, exploitation or discrimination.
- Allows you to exercise informed choice and control.
- Supports your privacy, intimacy and sexual expression, and
- Allows you to live with residents who are not eligible for SDA and to choose to share a bedroom with others, where possible.



**It is our responsibility to:**


- Tell you about and uphold your rights.
- Provide support in a way that promotes, upholds and respects your rights to freedom of expression, self determination and decision-making.
- Support you to make informed choices, exercise control and maximise your independence in relation to the support we provide.
- Respect your autonomy, including your right to intimacy and sexual expression.
- Provide you with sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery.
- Support you to access an advocate (including an independent advocate) of your choosing.
- Support you to engage with your family, friends and chosen community in the ways you want to.
- Treat you fairly and with courtesy, dignity and respect and without discrimination.
- Give you information about our services and associated costs, as well as other support options within and outside of SDA Living Australia.
- Involve you in decisions about your support, as well as our policies and procedures.
- Provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences.
- Protect your personal information and only use it for the right reasons.
- Support you to provide us with feedback on our service, including complaints.
- Promptly address enquiries and complaints about the services you are receiving.
- Support you to connect with other services, including advocates, interpreters and translators if needed.
- Support you to have a person to speak on your behalf for any purpose.
- Provide safe and appropriate service delivery that is culturally relevant and supports your needs and goals.

**As our resident, we ask that you:**

- Provide us with information that will help us to best support you.
- Tell us if things change or you cannot keep an appointment or commitment.
- Act respectfully and safely towards other people using the service, and towards service providers and staff.
- Provide us with feedback about our service and how we can improve.
- Promptly pay the agreed fees associated with your service.
- Tell us as early as possible if our service is not required.

**SDA Living Australia Pty Ltd**

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