

Your Rights

Community Connections Australia (CCA) upholds and promotes the legal and human rights of every person receiving support in all respects and ensures that strategies are in place, maintained and reviewed to prevent any form of physical, sexual or emotional abuse in all aspects of service delivery or supports provided.

What Are My Legal Rights?

Your legal rights are laws or rules that every person has to follow. Every person receiving supports from Community Connections Australia (CCA) has the same legal rights as everyone else in the community.

Some of your legal rights include:

- The right to say you are not happy and complain.
- The right to be treated without discrimination, to be treated the same as people without a disability.
- The right to make your own decisions.
- The right to privacy.
- The right to be able to do the same things as everyone else - sport, education, work.

What If My Legal Rights Are Not Upheld Or Followed?

If any person does not follow these legal rights or if CCA staff do not follow these rights then they are breaking the law. This is a criminal offence. In any situation where a criminal offence is suspected CCA must ensure that due legal processes are implemented as soon as the situation becomes obvious.

What Are My Human Rights?

Human rights are rights that belong to every person, it doesn't matter what age we are, where we are born, how old we are - we are all equally entitled to our human rights.

Your human rights include:

- The right to respect and dignity.
- The right to live in and be part of the community.
- The right to realise your capacities in all areas of your life.
- The same right to access services to support a reasonable quality of life.
- The right to choose your own lifestyle and to have access to information.
- The right to participate in decisions which affect your life.

- The right to receive services in a manner that meets your dreams and aspirations.
- The right to make a complaint or pursue any grievance without fear of recrimination from CCA.
- The right to protection from neglect, abuse and exploitation.

What If My Human Rights Are Not Upheld Or Followed?

You have the same rights as everyone else in the community- you need to let someone know- a CCA staff person, friend, family or advocate. You have the right to complain without fear - see our Complaints Information sheet.

What Are My Responsibilities?

Every person receiving support from CCA has responsibilities.

Your responsibilities include:

- Participating in the planning of your service and supports.
- To advise CCA of any changes in your life or in your needs that will affect the services you receive.
- Following the terms of your service agreement.
- To follow your personal services plan (times, duties, locations) and advise us if you wish to make changes.
- Comply with WH&S legislation so that your service and supports are delivered in a safe workplace for you and for staff.
- Being aware and informed of the services being provided to you.
- Contacting CCA if you are not happy with your service or staff.

What If I Want More Information About My Rights And Responsibilities?

We have more information in your individual Service Agreement as these set out the requirements for both you and CCA to follow whilst providing you with support. We also have a publication called "A Guide to Your Rights" that we can give you.

If you want more information please contact us on the details below:

Phone:	1300 36 46 88
Email:	enquiries@cco.org.au
Postal:	PO Box 253, Parramatta 2124

Other Resources

Some other resources that give information about rights include:

- Australian Human Rights Commission www.humanrights.gov.au
- Intellectual Disability Rights Service www.idrs.org.au

For information of the convention on the rights of people with disabilities visit the United Nations Website www.un.org.