Charter of Children and Young People's Rights

Your Rights

All children and young people have rights that must be respected. These rights cannot be taken away.

If you are receiving supports and services from DLi, you have the following rights. We will always respect these while supporting you.

The right to feel safe and supported

This means:

- Knowing that people care about you
- Being protected from Abuse, Neglect, Exploitation, Violence, Bullying and Harm (not being hurt, bullied, or made to feel bad)
- Feeling safe and not scared of DLi staff who support you
- Having someone from DLi check in with you to make sure you feel safe and happy
- Being well cared for and protected from harm by the people supporting you
- Being supported to stay safe online and when using technology
- Adults will listen and act if you say you feel unsafe
- You will be taken seriously if you report a concern

The right to be listened to and have a say in decisions that affect you

This means:

- Having a say about things that affect you (like who supports you, what activities you do, and how you spend your time — when it is safe)
- Being supported to make choices and exercise choice and control in ways that are safe and appropriate for your age and circumstances
- Being asked for your opinion and having adults listen to you when making decisions about you
- Knowing who to talk to if you have a problem or want to make a complaint
- Having someone you trust who can help you speak up in a way that works for you (for example, writing it down or asking a friend, Elder, or professional to support you to speak up)
- Being included in conversations and decisions about your future
- Being able to speak to an independent advocate who is not part of DLi
- You can change your mind if you decide something else later.

The right to make choices and build independence

This means:

- Making choices about your life wherever possible
  Being supported to learn skills to become more independent
- Being supported to take safe risks and try new things

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The right to be yourself and be treated with respect

This means:

- Feeling good about who you are, including your sexuality, gender identity, culture, race, religion, and interests
- Being included and treated fairly
- Feeling valued and respected
- Not being bullied, treated unfairly, or judged for who you are or what you believe
- Being able to share and keep a record of your experiences with DLi
- Being able to access information about yourself

The right to connect with your culture

This means:

- Getting support to understand your cultural heritage and family connections
- Being supported to connect with your Country, community, and cultural services
- Having opportunities to learn your language, stories, songs, dances, and traditions, and to take part in cultural activities
- Having a strong cultural identity and feeling proud of who you are

The right to stay connected with people who matter to you

This means:

- Seeing and staying in regular contact with your brothers, sisters, family, friends, and other important people — as long as it is safe
- Having regular support and contact with your DLi support worker(s), including private time if you would like it
- Being supported to join groups, clubs, or sports teams where you can spend time with friends or make new ones

The right to good health, fun, and play

This means:

- Being able to see a doctor, dentist, or other health worker when you are unwell or feel you need help
- Being supported to see a counsellor or get help with your mental health
- Getting the specialist care and support you need for your disability
- Having healthy food and time each day to exercise, play, and be active
- Having time to relax, have fun, and take part in activities that you enjoy

The right to privacy

This means:

- Having your privacy respected by the people supporting you
- Being able to talk to a support worker, advocate, or trusted person in private if you want
- Knowing what information is shared about you, who it is shared with, and why

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The right to a good education

This means:

- Being supported to go to school, training, or other learning activities
- Getting help to use the tools you need for learning (like a laptop, the internet, or books)
- Getting extra support with learning if you need it
- Having your strengths recognised and being supported to develop your talents and interests
- Learning important life skills, like cooking and managing money

What to do if you are unhappy or feel your rights are not being respected

At DLi, we take your concerns and complaints seriously. If you are worried, unhappy, or feel your rights are not being respected, there are people who can help you. You will never get in trouble for speaking up.

You can:

- Talk to your DLi support worker
- Talk to a Leader or Manager at DLi
- Call DLi on (08) 8312 5400 and ask to speak to someone from the Executive Team

You can also talk to someone outside of DLi:

- Office of the Guardian for Children and Young People on 1800 275 664 or use the online contact form at www.gcyp.sa.gov.au
- NDIS Quality and Safeguards Commission on 1800 035 544 or online at www.ndiscommission.gov.au; or
- Department for Child Protection (Complaints) on 1800 003 305 or online at www.childprotection.sa.gov.au

If you need extra help or someone to talk to:

- Kids Helpline (24 hours) 1800 551 800 or use their online webchat at kidshelpline.com.au
- Headspace (for young people over the age of 12) 1800 063 267
- Crisis Care (Department for Child Protection after hours) 13 16 11
- CREATE Foundation 1800 655 105
- GOM Central (for young people aged 16 and over) https://gomcentral.elmplace.org.au/

Remember: Your Rights Matter

Your Rights are important.

We are here to support you, listen to you, help you feel safe and respected, and make sure your Rights are protected while you receive supports and services from DLi.