

Charter of Rights



7-12 years

Charter is a legal word
that means these rights
are really important and
have to be respected.



Cartoon strips and concept design by Peter Sheehan
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Charter of Rights

You have the right to have contact with your family and community.

You have the right to be told why you are in care and to keep a record of your time in care.

You have the right to ask for any information that is being kept about you, to read your file and to add information to your file.

You have the right to be treated fairly.

You have the right to be treated with respect.

You have the right to feel safe and not be abused.

You have the right to complain.

You have the right to services that promote your health and wellbeing.

You have the right to ask for extra help with your education.

If you have to go to court, you have the right to be helped and supported.

You have the right to do things that you enjoy.

You have the right to your own beliefs and way of life.

You have the right to make choices about everyday matters.

You have the right to say what you are thinking and feeling.

You have the right to take part in making important decisions affecting your life.

Before leaving care, you have the right to be involved in planning the kind of support and assistance you may need after leaving care.

Contact

You have the right to have contact
with your family and community.

Some people will always be important to me.



So

now that I am in care



I can tell a



caseworker

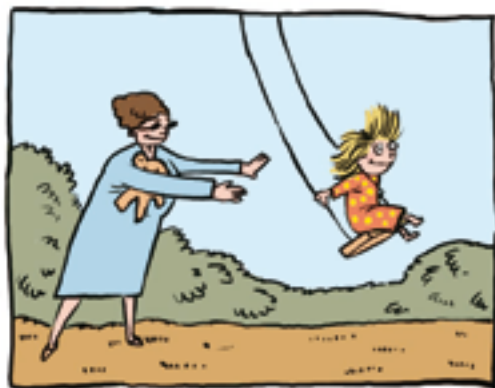


or

my carer



the names of everyone I want to spend time with.



Records

You have the right to be told
why you are in care and
to keep a record of your time in care.

You have the right to ask
for any information that is being kept
about you, to read your file and to
add information to your file.

Sometimes



I remember why I am in care



and

I never want to forget some days



I keep a record of my life in a book

so



and

a caseworker keeps some records as well.



Respect

You have the right to be
treated fairly.

You have the right to be treated
with respect.

You have the right to feel safe
and not be abused.



and



and



But



or



or



Support

You have the right to complain.

You have the right to services
that promote your health and wellbeing.

You have the right to ask
for extra help with your education.

If you have to go to court,
you have the right to be helped
and supported.

Most
of
the
time

I am ok



but

I ask for help when I feel sick



and

I ask for help



when

I don't understand.



And if
I ever
need to
go to
court I
know
I can ask
for help
and
support.



Lifestyle

You have the right to do things
that you enjoy.

You have the right to your own
beliefs and way of life.

You have the right to make
choices about everyday matters.

You have the right to say
what you are
thinking and feeling.

You have the right to take part
in making important
decisions affecting your life.

I enjoy



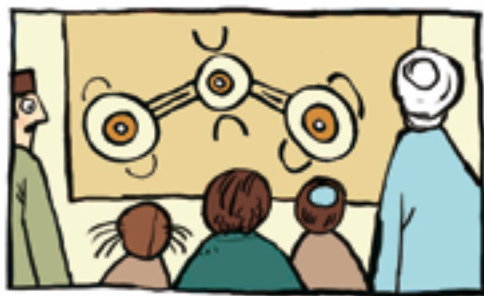
my life.



I like my name



and
my
culture



and

I choose to have friends from all over the place.



I like to say what I am thinking
and feeling



I feel...

on normal days



on days when big decisions are being made.

and



Leaving care

Before leaving care,
you have the right to be involved
in planning the kind of
support and assistance
you may need after leaving care.



and



and



and



and



and



and



and



and



so I will be ready for the day when



Who to contact if you want to make a complaint...

If you are not happy with the care or services you are getting you can make a complaint and ask for things to be changed.

1

First speak to your carer or a caseworker. If you do not feel comfortable doing this or if you are not happy with what they say, there are other people you can call or write to.

2

If your placement has been made by Community Services you can contact

- the Manager Casework or
- the Manager Client Services at your local Community Services Centre (CSC).

If you need to find the phone number/address, look under 'Community Services' in the White Pages or use the 'contact us' link on the Community Services website
www.community.nsw.gov.au

If your out-of-home care arrangements have been made by an organisation other than Community Services, you should contact a manager within that organisation to make a complaint. Your carer will be able to tell you which organisation makes arrangements for you.

Ask your carer to give you these details in case you ever need them.

Which CSC or organisation to contact _____

Contact number _____

3

If you have tried steps one and two and still don't think that your complaint has been fixed you can contact Community Services Enquiry, Feedback and Complaints Unit.

You can contact the Community Services Enquiry, Feedback and Complaints Unit by phone, email or in writing. They will need your name, address and details of your concern/complaint. Let them know if there is any particular way or time you would prefer them to contact you. They will then get back to you and let you know what they can do to help you and may ask for more information.

Community Services Enquiry, Feedback and Complaints Unit

1800 000 164 (freecall)

Community Services

Fax: 02 9716 2126

Locked Bag 4028, Ashfield NSW 2131

Email: Complaints@community.nsw.gov.au

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All children and young people in out-of-home care can also contact the NSW Ombudsman.

The NSW Ombudsman is independent and wants to make sure people are doing the right thing by you. You can complain to the NSW Ombudsman about the services you get from Community Services, a foster carer or an out-of-home care organisation. You can call the Ombudsman to talk about how they may help you with your problem.

NSW Ombudsman

Level 24, 580 George Street

Sydney NSW 2000

Phone: 02 9286 1000

1800 451 524 (freecall)

(outside Sydney metropolitan area)

Email: nswombos@ombo.nsw.gov.au

Web: www.ombo.nsw.gov.au

Who to contact if you need advice or need to talk things through with someone...

If you would like to talk to someone for advice or support (for anything at all) without having to give your name or any details, you can contact the following services and speak to a counsellor:

Kids Help Line 1800 551 800
(freecall)
www.kidshelp.com.au

Kids Help Line is a free, confidential and anonymous, 24-hour telephone and online counselling service specifically for young people aged between 5 and 18.

You can email Kids Help Line at counsellor@kidshelp.com.au

Lifeline 131 114
www.lifeline.org.au

Lifeline provides 24-hour telephone counselling for the cost of a local call.



If you or someone you know is being abused or is unsafe, call the Child Protection Helpline on 132 111

Who to contact for more information about out-of-home care...

Community Services www.community.nsw.gov.au
(under the 'parents, cares & families' tab)

The Community Services website has a lot of information about out-of-home care and what services and supports are available. Contact details for other organisations involved in out-of-home care are also provided on this site.

CREATE Foundation 1800 655 105 (freecall)
www.create.org.au

CREATE Foundation is a national charitable organisation run for, by and with children and young people in care. CREATE connects and empowers children and young people in care and improves the care system through activities, programs, training and policy advice.

Club CREATE is an exclusive club for children and young people in care. It's free and is the fastest way to meet other young people in care, hear all about the programs and events on offer and what's happening in their local area. If you join you will receive regular newsletters and flyers keeping you updated, with the opportunity to enter competitions and give your views.

NSW Commission for Children and Young People
02 9286 7276
www.kids.nsw.gov.au

The Commission for Children and Young People works to improve the safety, welfare and wellbeing of all children and young people.

They speak up for kids to get their points of view heard by adult decision makers.

NSW Children's Guardian 02 8219 3600
www.kidsguardian.nsw.gov.au

The Children's Guardian is responsible for improving care for all children and young people in out-of-home care and making sure that your rights are respected. They also accredit and monitor out-of-home care services in NSW.

Notes

My Community Services Centre (CSC) or care organisation is: _____
(ask your carer if you are not sure)

The CSC/ care organisation phone number is: _____

When I call the CSC/ care organisation, I should ask to speak to:

Other people who can help me:



Inquiries about this booklet should be directed to:

Policy and Programs Division
NSW Department of Family and Community Services
Locked Bag 4028, Ashfield NSW 2131
02 9716 2222

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www.community.nsw.gov.au

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