

We're here for you every step of the way.



Your Rights

Charter of Rights

As a child/young person living in out of home care in Queensland, you have the right:

- to be provided with a safe and stable living environment;
- to be treated fairly and with respect;
- to be placed in care that best meets the child's needs and is most culturally appropriate;
- to maintain relationships with the child's family and community;
- to develop, maintain and enjoy a connection to the child's culture of origin;
- for an Aboriginal child—to develop, maintain and enjoy a connection to Aboriginal tradition;
- for a Torres Strait Islander child—to develop, maintain and enjoy a connection to Island custom;
- to develop, maintain and enjoy the child's identity, including their sexual orientation or gender identity;
- to choose and practice one or more languages;
- to choose and practice one or more religions;
- to be consulted about, and to take part in making, decisions affecting the child's life (having regard to the child's age or ability to understand), particularly decisions about where the child is living, contact with the child's family and the child's health and schooling;
- to keep, and have a safe space to store, personal belongings;
- to be given information about decisions and plans concerning the child's future and personal history, having regard to the child's age or ability to understand;
- to keep, and have a safe space to store, personal belongings;
- to engage in play, and other recreational activities, appropriate for the child;
- to privacy, including the child's personal information;
- if the child is under the long-term guardianship of the Chief Executive, to regular review of the child's care arrangements;
- to make a complaint to the Chief Executive if the child considers that the Charter of Rights is not being complied with in relation to the child;
- to have access to dental, medical and therapeutic services, necessary to meet the child's needs;
- to have access to education appropriate to the child's age and development;
- to have access to job training opportunities and help in finding appropriate employment;
- to receive appropriate help with the transition from being a child in care to independence, including, for example, help about housing, access to income support and training and education.



Human Rights in QLD

As a person living in Queensland:

- You have the right to recognition and equality before the law.
- You have the right to life.
- You have the right to protection from torture and cruel, inhuman or degrading treatment.
- You have the right to freedom from forced work.
- You have the right to freedom of movement.
- You have the right to freedom of thought, conscience, religion, and belief.
- You have the right to freedom of expression.
- You have the right to taking part in public life.
- You have property rights.
- You have the right to privacy and reputation.
- Families and children have the right to protection.
- All people have general cultural rights.
- Aboriginal and/or Torres Strait Islander people have specific cultural rights.
- You have the right to humane treatment when deprived of liberty.
- You have the right to a fair hearing.
- You have rights in criminal proceedings, including specific rights of children in the criminal process.
- You have the right not to be tried or punished more than once for a crime.
- You have the right to retrospective criminal laws.
- You have the right to education.
- You have the right to health services.

Complaints

If you have a complaint, you can talk to your Anglicare care team. If you are unhappy about how your complaint is responded to, or it is too difficult to talk about, you can write it down on a complaint form at anglicaresg.org.au/feedback

You can also talk to your Child Safety Officer (CSO), your Community Visitor, or the QLD Human Rights Commission. If the complaint is about someone being harmed or breaking the law, this may need to be shared with others, such as the Police.

If you feel your human rights have been breached or you are unhappy with our response, you have the right to access an external complaints agency and external advocacy/support agencies.

This includes the right to escalate a human rights complaint to the Queensland Human Rights Commissioner if 45 days have elapsed and you've not received a response to the complaint, or you consider your response to be inadequate. Please visit humanrights.gov.au/complaints for more information.

Your Responsibilities

At Anglicare we all have our responsibilities. Our approach to all things is done through respect. Respecting yourself, respecting others and respecting our surroundings is the aim of the program and is essential in everyone working together successfully.

Here is a guideline for your responsibilities:

- R**espect others, yourself and the surroundings
- E**ducation and life learning
- S**hare your achievements
- P**ride in yourself
- E**njoy the company of others
- C**hores and other duties — it's good to help others
- T**ime for yourself

Sharing of information

If something bad or dangerous is happening to you we need to share information to keep you safe.

If your Carer thinks something bad is happening to you or that you are in danger, we have to tell Child Safety to help you and keep you safe.

We may also need to share this information with the police or hospitals. If it is safe we will tell you that we are going to do this and explain who we are talking to and why.

We only have a few rules at Anglicare and the rules we do have are about Safety:

- S** • Keep yourself safe
- A** • Keep others safe
- F** • Keep belongings and property safe
- E** • No weapons
- T** • No drugs/alcohol
- Y** • No illegal activities
- No bullying



Participation & Decision Making

Participation means to 'take part' or 'sharing in the activities of a group'. Decision making means the process of making a choice or making up your mind. It is most important that you have the opportunity to participate in decision making, and that you have the choice not to participate. Your Anglicare care team will always encourage you to participate in decision making and to share your views and wishes.

eSafety

What is Cyberbullying?

Cyberbullying is when someone uses the internet to be mean to a child or young person so they feel bad or upset, including posts, comments, texts, messages, chats, livestreams, memes, images, videos and emails.

What can you do?

- Tell a trusted adult and ask for help
- Change the settings on your device / account
- Report cyberbullying material to the owner of the platform

Check out esafety.gov.au for more tips.



Our House

Confidentiality & Information Sharing

Anglicare staff keep information about you in a file, on paper, on a computer, and sometimes both. Information about you is kept confidential, and only key people who are involved with your care at Anglicare have access to your information. This includes Anglicare staff, Child Safety, your school, your Community Visitor, and other agencies who are involved in caring for you.

If something bad or dangerous is happening to you, we may need to share information with others to keep you safe, such as Child Safety, Police, Ambulance or Hospital staff.

If you would like access to your information, there is a process to follow, especially if you want to look at your Child Safety file. For help accessing your information, you can talk to your Anglicare care team.

Diversity and belonging

Anglicare acknowledges Aboriginal and Torres Strait Islander peoples as the First Nations Peoples of Australia. Anglicare is committed to creating safe spaces where everyone belongs, including people who identify as/with:

- Aboriginal and/or Torres Strait Islander
- Culturally and Linguistically Diverse (CALD)
- Living with a disability and/or neurodivergent
- Diverse gender identity and/or sexual orientation
- Immigrant or refugee background
- Living with mental health

No matter who you are, where you come from, or what has happened to you — you belong here.

Key Contacts & Regular Visitors

Key contacts and regular visitors include Child Safety, CREATE, Kids Help Line, the QLD Human Rights Commission, and Community Visitors. You can find more information about how to contact these agencies and visitors in your Welcome Book, or you can talk to your Anglicare care team.



To find out more, you can check out your Welcome Book, or you can talk to your Anglicare care team.