

Booklet 2

What are my **Rights** - what Laws must community and health services follow in South Australia?

The United Nations **Convention** on the Rights of Persons with Disability.



This is an agreement and set of rules about how people with disability should be treated all the time.

It is used in Australia and many different countries around the world.



National Disability Standards are part of the **National Disability Strategy** for Australia.

This is a set of rules that say how you should be treated when you use disability services



The Health and Community Services Complaints Commissioner has a **Charter of Rights** for people in South Australia. This says how you should be treated when you use health and community services



Rules for health and community services under the HCSCC Charter of Rights

Health and community services must

Be **accessible**

Be safe

Be good quality

Respect you

Give you information in a way you can understand

Listen to and include you in any decisions made about you

Keep your private business private

Help you give feedback about them.



Health and community services must not



Hurt you

Abuse you

Ignore you

Neglect you

Silence you

What do these Rights really mean for you in real life?



This booklet wants to explain how the Rights work in your life

And what they mean when you get support from health or community services



You can use this information to help
you think about the support you have
now

or a new support person or service

or a health service



If you want more information about your Rights contact the Health and Community Services Complaints Commissioners office



Call us on 8226 8666

If you live in the country, call us on 1800 232 007

Do not use a mobile phone to call the 1800 number

If you use the National Relay Service, call 133 677



Email us at: info@hcscc.sa.gov.au



You can also contact the Equal Opportunity Commission



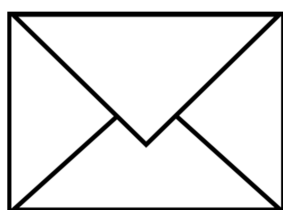
Call 8207 1977

Country callers 1800 188 163

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