# 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 (www.petersheehan.com)

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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.



So



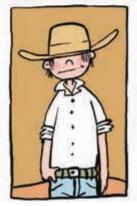




or



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.











and

## 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.



















## 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 ask for help when I feel sick and

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.

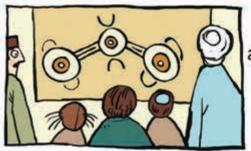
You have the right to take part in making important decisions affecting your life.







and my culture



and

I choose to have friends from all over the place.















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



my family



and





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.



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.



If your placement has been made by Family and Community Services (FACS) 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 'Family and Community Services' in the White Pages or use the 'contact us' link on the FACS website www.facs.nsw.gov.au (click on Community Services)

If your out-of-home care arrangements have been made by an organisation other than FACS, 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



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

You can contact the Family and 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.

Family and Community Services Enquiry, Feedback and Complaints Unit

1800 000 164 (freecall)

Family and Community Services

Fax: 02 9633 6192

Locked Baq 4028, Ashfield NSW 2131

Email: Complaints@facs.nsw.qov.au



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: nswombo@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...

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

The Family and 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 Advocate for Children and Young People 02 9286 7231

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.kidsquardian.nsw.qov.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 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:

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

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www.facs.nsw.gov.au (click on Community Services)

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