

Charter of Rights and Responsibilities Children and Young People and Mission Australia Workers

What we will do

We will treat you with respect.

We will listen to you, believe you, support you and take action if you tell us that you are not feeling safe for any reason.

We will include you in making decisions that affect you, whenever possible.

We will include you in setting any goals as part of your involvement with our services.

We will do something if you tell us that someone is bullying you or that the behaviour of another person is not OK.

We will take action if you tell us you are unhappy or worried about anything or anyone at Mission Australia.

We will keep your personal information safe and secure. We will only share it if we think you are unsafe or someone else is unsafe.

We will keep to our appointment times with you, or do our best to let you know if we can't.

We will listen, value and take into account any feedback you give us about our service, including anything we have done well, or anything we could do better.

We will help you feel safe by behaving the right way - this includes that:

- We will always aim to talk with you in a way that you can understand and helps you feel comfortable to ask questions.
- We will not take photos or films/videos of you for ourselves or without your permission for work related use.
- ****We will not contact or visit you outside of the times we are working with you (Amend or delete if working in a regional, rural or remote community, or where cultural extended or kinship relationships mean it is not realistic for this to be achieved).**

What you can do

Treat us and the service with respect.

Treat any other people using the service or working at MA with respect.

****Ensure you are not under the influence of alcohol or any other intoxicating drugs when you come to your appointment/session (amend or delete dependent on the service type or appropriateness for the child or young person)**

Help us in making decisions that affect you.

Provide us with information that will help us support you.

Let us know if you can't make it to an appointment.

Let us know if you feel unsafe or worried about anything or anyone at Mission Australia; or

- Complete the 'Tell Us' postcard and give it to any MA person
- Go to the MA website – www.missionaustralia.feedback

Provide us with feedback about our service, including anything we have done well, or anything we could do better.

Signature (optional)

| | | |
|------------------------------|-------------------|--------------|
| MA worker | Name: | Date: |
| Child or young person | Signature: | Date: |
| | Name: | Date: |
| | Signature: | Date: |

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Guidelines for using the Charter of Rights and Responsibilities

Purpose

The Charter of Rights and Responsibilities (the Charter) has been developed in response to a *Mission Australia (MA) Child and Youth Safe Survey (2018)* with over 150 children and young people. The “What we will do” statements in the Charter are what children and young people said they wanted to know about how MA staff will behave to feel safe. These Guidelines are about how MA workers must use the Charter to reflect what children and young people have said they want to know, discussed face-to-face, when they start a service with MA.

In addition, the National Principles for Child Safe Organisations (National Principles) have a strong emphasis on children and young people being informed of their rights, and MA is committed to implementing these:

- National Principle 2: Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
- National Principle 4: Equity is upheld and diverse needs respected in policy and practice.
- National Principle 6: Processes to respond to complaints and concerns are child focused.

How to use the Charter

Mission Australia workers must use the Charter for a child or young person using a service with MA. The statements can be read out or children and young people can be provided with a printed copy.

The statements marked with ** must be reviewed and can be amended or deleted as required.

Services should expand on the statements, as relevant to their service, for example:

- Keeping personal information safe - the MA worker may choose to expand on what they mean by ‘being unsafe’ such as if a child or young person discloses sexual abuse, or provide other examples such as information being subpoenaed by the Court.
- Treat the service with respect – the MA worker may choose to provide an example relevant to their service, such as not damaging furniture.

Services may also choose to add additional rights and responsibilities specific to that service, while ensuring it will not become overwhelming to a child or young person and ensuring the responsibilities do not become a list of rules to be obeyed, as this is not the purpose of the Charter.

It is suggested that managers of child or youth-focused services discuss in a team meeting whether, and if so how, to tailor the Charter to suit the service’s specific context and use that as their standard Charter.

When to use the Charter

It is a requirement that MA workers discuss the Charter with all children and young people accessing a service, taking into account the child or young person’s chronological and developmental age.

The time to discuss the Charter with the child or young person is at the discretion of the MA worker. For example, a child or young person may be in crisis or in a traumatised state when they first commence a service with MA, and it may be more appropriate to wait until the child or young person is in a ‘better’ space where they can participate in a discussion and absorb information.

Documenting the Charter has been discussed and agreed to

Whether or not the Charter is signed is at the discretion of the service. If it is signed, it must be uploaded into the service’s client record management system. If it is not signed, it must be documented in the service’s client record management system that the Charter has been discussed and agreed to. It is critical that MA workers comply with these record keeping requirements, as this is an important component of a child or young person’s record.