



Your Rights

At Fighting Chance, we take your rights very seriously, and will always strive to ensure you are safe and happy while a part of our community.

Fighting Chance's Charter of Rights

Respect

You have the right to be respected, accepted and treated with dignity at all times while you are at Fighting Chance.

A Safe Environment

Every person has a right to live a life free from fear of violence, abuse, harm, neglect and exploitation, regardless of their disability, race, gender, age, sexual orientation, religion, or political or other opinions. You have a right to be safe and protected while at Fighting Chance.

Autonomy and independence

You have the right to make your own choices and decisions, to have control over your own life, and to choose the supports and services that best suit your needs. Fighting Chance will always respect your independence and the decisions you make.

Person-Centred Decision Making

Fighting Chance is committed to a person-centred approach to service delivery and service development. Fighting Chance will take into account individual choices and the rights of each

participant when providing services. All participants have the right to make their own decisions and to have choices that enable them to fully participate in their community.

Non-discrimination

You have the right not to be discriminated against on the basis of your disability, race, gender, age, sexual orientation, religion, or political or other opinions, both at Fighting Chance and in every other arena. You have the right to be free from stereotypes and prejudices. No one at Fighting Chance will ever discriminate against or stereotype you.

Participation and Inclusion

You have the right to full and effective social participation and cultural inclusion, and to have your individual and cultural needs supported while you are at Fighting Chance.

Equal opportunities

Fighting Chance will always support you to exercise your right to reach your full potential and to have your capability and capacity recognised and supported. Fighting Chance will always promote your rights, interests and wellbeing.

Accessibility

You have the right to access all aspects of social, recreational, educational, and vocational life, in a way which is free from discrimination, abuse, neglect and exploitation. You have the right to equal access to the physical environment, transport, information and communication, and other facilities. Fighting Chance will always offer its services and supports in a way which is fully accessible.

Equality

You have the right to be treated equally, including under the law and between genders. Every person at Fighting Chance is equal, and will always be treated equally.

Access to Justice

You have the right to equal access and participation in the justice system. Fighting Chance will always support you to access the justice system, should you require it.

Privacy and Record Keeping

You have the right to have your privacy respected by Fighting Chance, in terms of the information we retain about you, and the information we share with your family, support workers and advocates. We will keep clear records about the services delivered to you and you can request these at any time. We will only use your personal information to develop your program of supports. We will not provide any information about you to any other party, or for any reason, unless we have your written permission to do so. You have a right to request and be provided clear records about how much we have charged to your NDIS plan.

Feedback and Complaints

You have the right to provide feedback about the services you receive from Fighting Chance, and to make a complaint at any time. We will listen to your feedback and work to resolve any issues or problems as quickly as we can.

Exercising Your Rights

You can exercise your rights at all times while at Fighting Chance, and expect to have your rights upheld and respected.

Involving Your Family, Carers and Advocates in Decision Making

You have the choice about whether your family, carers and advocates are involved in the decision-making process and in the exercising of your rights. Your choice in this regard will always be respected.

To ensure the open and transparent flow of communication about your services, we will always endeavour to keep your family, carers and advocates up to date about your progress and program at Fighting Chance. If you would rather we do not share any information about your program with your family, please let us know and this preference will be respected.