

## Charter of Rights & Responsibilities

### Our commitment to you (rights)

As part of Radiance, you have the right to:

1. **Access** – Supportive services that meet your unique needs, including local groups, peer support, outreach, and digital access.
2. **Safety** – A safe, inclusive environment free from discrimination, with clear support structures.
3. **Respect** – Recognition of your beliefs, identity, experience; treated with dignity.
4. **Partnership** – Be involved in planning your support; work together in an honest, open manner.
5. **Information** – Receive clear, timely, accessible information about services, support, and avenues for help.
6. **Privacy** – Your personal information is handled with care, confidentiality, and discretion.
7. **Feedback** – You can share your thoughts—positive or constructive—and trust Radiance will listen, respond, and improve.

### Our responsibilities to you

As a community organisation, Radiance will:

- Be inclusive, non-judgemental, and accepting of all backgrounds.
- Provide clear, accessible formats and culturally safe communication.
- Uphold ethical standards, prevent harm, and actively respond to concerns.
- Respect and respond promptly to your feedback, including complaints and suggestions.
- Ensure peer facilitators and volunteers act in ways that prioritise safety, empathy, and transparency.

### Your responsibilities as part of this community

We ask you to:

- Treat others—staff, peers, volunteers—with respect and kindness.
- Participate honestly in discussions and decision-making.
- Respect the privacy, boundaries, and experiences of fellow members.
- Let us know when something's not right—your feedback helps make this work better for everyone.

### Notes

This charter aligns with the **Australian Charter of Healthcare Rights** which can be found online at <https://www.safetyandquality.gov.au/our-work/partnering-consumers/australian-charter-healthcare-rights>.

This charter aligns with Radiance's organisational values, strategic plan, Anti-Discrimination Policy and Code of Conduct and Ethical Behaviour Policy. All these documents are publicly available on our website, [www.radiancesouthwest.com.au](http://www.radiancesouthwest.com.au), or can be requested via email – [admin@radiancesouthwest.com.au](mailto:admin@radiancesouthwest.com.au).