

Charter of Rights and Responsibilities

This charter aligns with the Australian Charter of Healthcare Rights



Our commitment to you (rights)

As part of Radiance, you have the right to:

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

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.

Our responsibilities to you

As a community organisation, Radiance will:

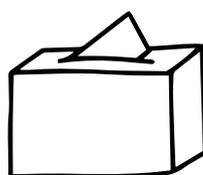
- Be inclusive, non-judgemental, and accepting of all backgrounds.
- Provide clear, accessible formats and culturally safe communication.
- Uphold ethical standards, prevent harm, and actively respond to concerns.
- Respect and respond promptly to your feedback, including complaints and suggestions.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

Inclusivity Statement

Radiance Network South West Inc works hard to ensure the cultural safety of everyone, including, but not limited to, Aboriginal and Torres Strait Islander people, people born overseas, people with disability, or different cultural backgrounds, ethnicities, lived experiences, age, gender identities, sexual orientations or religions. We acknowledge the traditional owners and custodians of the land we live and work on and pay our respects to Elders both past and present. Radiance acknowledges that our work in this area is an ongoing process, and we are dedicated to listening, learning, and adapting as we strive for a more inclusive and supportive environment for all.



Scan to view all the Radiance policies



We welcome all feedback, ideas, comments and concerns in the box.

