

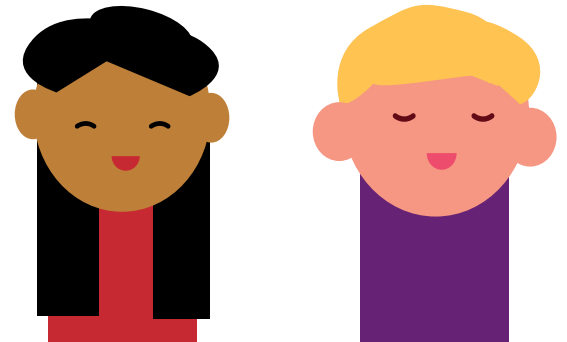
# CareChoice Out of Home Care Charter



Our Charter covers your rights and is our commitment to your wellbeing and safety. It identifies the key behaviours you can expect from us in relation to your wellbeing and safety that include:

- being proactive in preventing you from any harm
- ensuring you feel safe and are safe
- valuing and respecting you as a person
- treating you in an age-appropriate manner
- empowering you to participate in the decisions that affect your supports
- ensuring you are provided with information
- protecting your privacy and only sharing necessary information with other people involved in caring for you
- making sure your team members conduct themselves appropriately towards you
- providing you with caring and qualified carers who are there for you
- helping you understand who to talk to if you are worried or feeling unsafe
- making sure you feel comfortable raising any issues with us

- making sure you and our team feel safe to talk about any risk or potential harm to you
- immediately reporting any mistreatment
- providing you with the best medical and health care assistance when and where you need it
- ensuring you stay healthy and have access to quality education and training opportunities
- treating any place you live as your home
- involving you in safe and fun activities of your choice
- respecting your heritage, culture and religion and helping you maintain these connections
- involving and communicating with your friends, family and carers
- helping you maintain contact with friends, family and the places that are important to you



## Our Vision

The preferred organisation providing support to you.

## Our Mission

To provide compassionate staff to support you and help you reach your goals and aspirations.

## Our Values

Our values are being flexible, honest, reliable, and responsive.