

Children's and Young People's Charter

Te Aroarotea

Based on the United Nations Convention on the Rights of the Child (UNCROC)

Our Promise to You

At Te Aroarotea, we believe that all children and young people have rights. These rights are based on the United Nations Convention on the Rights of the Child (UNCROC), which New Zealand has agreed to follow.

This charter explains your rights in a way that is easy to understand. These rights apply to everyone under 18 years old.

Your Rights at Te Aroarotea

1. You Have the Right to Be Treated Fairly

What this means:

- You will be treated with respect and dignity
- You will not be discriminated against because of your race, culture, gender, disability, religion, or any other reason
- Everyone's rights are equally important
- You deserve the same opportunities as everyone else

At Te Aroarotea we will:

- Treat you fairly and equally
 - Respect your identity and who you are
 - Challenge discrimination
 - Celebrate diversity
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2. You Have the Right to Be Safe

What this means:

- You have the right to be protected from harm, abuse, neglect, and violence
- You should feel safe in our care
- We will protect you from bullying and harassment

- Your safety is our top priority

At Te Aroarotea we will:

- Keep you safe from harm
 - Have policies to protect you
 - Listen if you tell us you don't feel safe
 - Take action if we're worried about your safety
 - Teach you how to keep yourself safe
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3. You Have the Right to Be Heard

What this means:

- Your opinions matter
- You have the right to express your views
- Adults should listen to what you have to say
- Your views should be taken seriously in decisions that affect you

At Te Aroarotea we will:

- Ask for your opinions and ideas
 - Listen to what you have to say
 - Include you in decisions about your care and support
 - Take your views seriously
 - Explain our decisions to you
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4. You Have the Right to Participate

What this means:

- You can be involved in planning your own support
- You can help improve our services
- You can participate in activities and programmes
- You have a say in what happens to you

At Te Aroarotea we will:

- Involve you in planning your goals and activities
- Ask for your feedback about our services

- Give you opportunities to participate
 - Respect your choices
 - Support you to have your say
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5. You Have the Right to Your Culture and Identity

What this means:

- You have the right to know and practice your culture
- You can speak your own language
- You can practice your religion or beliefs
- You have the right to know your whakapapa (genealogy)
- Your cultural identity should be respected and supported

At Te Aroarotea we will:

- Respect your cultural identity
 - Support your connection to your culture
 - Provide culturally appropriate services
 - Involve your whānau in your care
 - Help you learn about and practice your culture
 - Celebrate cultural diversity
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6. You Have the Right to Your Whānau and Family

What this means:

- You have the right to maintain relationships with your whānau and family
- You should not be separated from your whānau unless it's necessary for your safety
- You have the right to know your whānau
- Your whānau should be involved in decisions about you (when appropriate)

At Te Aroarotea we will:

- Support your relationships with whānau and family
- Involve your whānau in your care (with your agreement)
- Help you stay connected to people who are important to you
- Respect your whānau and their role in your life

7. You Have the Right to Privacy

What this means:

- Your personal information should be kept private
- You have the right to confidentiality
- Information about you will only be shared with people who need to know
- You have the right to private space and time

At Te Aroarotea we will:

- Keep your information confidential
 - Only share information when necessary and appropriate
 - Ask your permission before sharing information (when possible)
 - Explain who we need to share information with and why
 - Respect your privacy
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8. You Have the Right to Information

What this means:

- You have the right to information that affects you
- Information should be given in a way you can understand
- You can access information and ideas
- You have the right to know your rights

At Te Aroarotea we will:

- Explain things clearly to you
 - Give you information in a way you can understand
 - Tell you about your rights
 - Answer your questions honestly
 - Provide information in your preferred language or format
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9. You Have the Right to Education and Development

What this means:

- You have the right to education

- You should be supported to reach your full potential
- You have the right to develop your talents and abilities
- Education should prepare you for life

At Te Aroarotea we will:

- Support your education
 - Help you develop your skills and talents
 - Provide learning opportunities
 - Encourage you to reach your goals
 - Work with your school or education provider
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10. You Have the Right to Health and Wellbeing

What this means:

- You have the right to good health care
- You should have access to mental health support
- Your physical, mental, emotional, and spiritual wellbeing matters
- You have the right to information about health

At Te Aroarotea we will:

- Support your health and wellbeing
 - Help you access health services
 - Support your mental health
 - Promote healthy lifestyles
 - Respect your spiritual wellbeing
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11. You Have the Right to Play, Rest, and Recreation

What this means:

- You have the right to play and have fun
- You need time to rest and relax
- You can participate in sports, arts, and cultural activities
- Play and recreation are important for your development

At Te Aroarotea we will:

- Provide opportunities for fun and recreation
 - Include play and activities in our programmes
 - Respect your need for rest and downtime
 - Support your interests and hobbies
 - Make sure activities are enjoyable
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12. You Have the Right to Be Free from Violence and Abuse

What this means:

- You should never be hit, hurt, or abused
- You should not be bullied or harassed
- You should not experience violence of any kind
- You have the right to be treated with kindness and respect

At Te Aroarotea we will:

- Never use physical punishment
 - Never allow bullying or harassment
 - Protect you from violence and abuse
 - Take immediate action if you are harmed
 - Support you if you have experienced abuse
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13. You Have the Right to Have Your Voice Heard in Decisions

What this means:

- You should be involved in decisions that affect you
- Your maturity and understanding will be considered
- The more mature you are, the more weight your views should have
- You have the right to be taken seriously

At Te Aroarotea we will:

- Include you in decisions about your care
- Consider your age and maturity
- Explain decisions to you
- Give you opportunities to express your views

- Take your opinions seriously
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14. You Have the Right to Complain

What this means:

- You can make a complaint if you're unhappy
- You will not be punished for complaining
- Your complaints will be taken seriously
- You have the right to have complaints resolved fairly

At Te Aroarotea we will:

- Listen to your complaints
 - Take them seriously
 - Investigate fairly
 - Keep you informed
 - Make changes if needed
 - Not treat you differently for complaining
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15. You Have the Right to an Advocate

What this means:

- You can have someone to support you and speak up for you
- An advocate is independent and works for you
- You can have an advocate at meetings
- Advocates can help you understand your rights

At Te Aroarotea we will:

- Tell you about your right to an advocate
 - Help you access advocacy services
 - Welcome advocates to meetings
 - Work with your advocate
 - Respect your choice to have an advocate
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16. You Have the Right to Be Treated with Dignity

What this means:

- You should be treated with respect at all times
- Your mana (dignity) should be preserved
- You should not be humiliated or shamed
- You are valued and important

At Te Aroarotea we will:

- Treat you with respect and dignity
 - Never shame or humiliate you
 - Value you as a person
 - Recognize your mana
 - Speak to you respectfully
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17. You Have the Right to Freedom of Expression

What this means:

- You can express your thoughts and feelings
- You can share your ideas and opinions
- You have the right to be creative
- You can express yourself in different ways (art, music, writing, etc.)

At Te Aroarotea we will:

- Encourage you to express yourself
 - Provide creative opportunities
 - Listen to your ideas
 - Respect your opinions (even if we disagree)
 - Support your self-expression
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18. You Have the Right to Freedom of Thought and Belief

What this means:

- You can have your own thoughts and beliefs
- You can practice your religion or spirituality
- You can change your beliefs

- Your beliefs should be respected

At Te Aroarotea we will:

- Respect your beliefs and values
 - Support your spiritual needs
 - Not force our beliefs on you
 - Provide opportunities for spiritual practice
 - Respect your right to your own thoughts
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19. You Have the Right to Association

What this means:

- You can spend time with friends
- You can join groups and clubs
- You can participate in community activities
- You have the right to peaceful assembly

At Te Aroarotea we will:

- Support your friendships
 - Provide opportunities to socialize
 - Support your participation in community activities
 - Respect your right to spend time with others
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20. You Have the Right to Special Protection if You Need It

What this means:

- If you have a disability, you have the right to special care and support
- If you are a refugee, you have the right to protection
- If you have experienced trauma, you have the right to support
- Extra support should be provided if you need it

At Te Aroarotea we will:

- Provide extra support if you need it
- Make accommodations for disabilities
- Provide trauma-informed care

- Ensure services are accessible
 - Give you the support you need to thrive
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What You Can Expect from Te Aroarotea

We Promise To:

- ✓ Respect your rights at all times
 - ✓ Treat you fairly and equally
 - ✓ Keep you safe
 - ✓ Listen to you
 - ✓ Involve you in decisions
 - ✓ Respect your culture and identity
 - ✓ Support your whānau connections
 - ✓ Keep your information private
 - ✓ Explain things clearly
 - ✓ Support your education and development
 - ✓ Care for your wellbeing
 - ✓ Provide fun and recreation
 - ✓ Never use violence or abuse
 - ✓ Take your complaints seriously
 - ✓ Support you to have an advocate
 - ✓ Treat you with dignity and respect
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Your Responsibilities

While you have rights, you also have responsibilities:

- Respect other people's rights
- Treat others with kindness and respect
- Follow reasonable rules and expectations
- Take care of property and equipment
- Participate positively in activities
- Communicate respectfully
- Take responsibility for your actions
- Help create a safe and positive environment

Remember: Your rights end where another person's rights begin. We all need to respect each other's rights.

What To Do If Your Rights Are Not Respected

If you feel your rights have been violated:**1. Talk to someone you trust:**

- Your key worker
- Any kaimahi at Te Aroarotea
- Your whānau
- A friend
- An advocate

2. Make a complaint:

- You can make a formal complaint
- We will take it seriously
- We will investigate
- We will tell you what we find
- We will make changes if needed

3. Get independent support:

- You can contact an advocate
- You can contact the Office of the Children's Commissioner
- You can contact Oranga Tamariki Advocacy Service
- See our list of advocacy services

4. You will not be punished:

- You will not be treated differently for speaking up
- We want to know if your rights are not being respected
- Speaking up helps us improve

Contact Information**At Te Aroarotea:****Your Key Worker:** _____**Manager:** _____**Phone:** _____**Email:** _____

External Support:

Office of the Children's Commissioner

Phone: 0800 224 453

Email: info@occ.org.nz

Website: www.occ.org.nz

Oranga Tamariki Advocacy Service

Phone: 0508 ADVOCATE (0508 238 622)

Email: advocacy@ot.govt.nz

Available 24/7

Youthline

Phone: 0800 376 633

Text: 234

Email: talk@youthline.co.nz

Website: www.youthline.co.nz

Youth Law

Phone: 0800 884 260 (0800 YOUTH0)

Email: info@youthlaw.co.nz

Website: www.youthlaw.co.nz

What's Up

Phone: 0800 942 8787 (0800 WHATSUP)

Available 1pm-10pm every day

Learn More About Your Rights

United Nations Convention on the Rights of the Child (UNCROC)

New Zealand signed this agreement in 1993, promising to respect and protect children's rights.

You can learn more at:

- www.occ.org.nz
- www.unicef.org.nz
- www.orangatamariki.govt.nz

Ask us for more information anytime!

This Charter in Other Languages

This charter is available in:

- Te Reo Māori
- Samoan
- Tongan

- Other languages on request

Ask us for a copy in your language.

Accessible Formats

This charter is available in:

- Large print
- Easy-read version with pictures
- Audio version
- Braille (on request)

Ask us for the format that works best for you.

Remember

You are important.

Your rights matter.

Your voice matters.

You deserve to be treated with respect and dignity.

We are here to support you.

If you have questions about your rights or this charter, please ask!

Document Control:

Version	Date	Approved By	Review Date
1.0	24/11/2025	Management	24/11/2026