



Consumer Rights Statement for Members and Volunteers

Purpose

This Consumer Rights Statement sets out the rights of members, volunteers and other consumers who engage with the Network. It explains what people can expect when they participate in the Network's activities, governance, advocacy, consultations, training and other forms of engagement.

The Network is a consumer-led, consumer-driven peak body. Participation with the Network is voluntary and based on respect for human rights, dignity, self-determination and lived experience leadership.

Your Right to Safety

You have the right to:

- Be culturally, physically and psychologically safe when engaging with the Network.
- Participate in environments that are respectful, inclusive and free from harassment, discrimination, exploitation or abuse.
- Be supported to raise safety concerns and have them taken seriously.

The Network takes a trauma-informed, rights-based approach to participation and has safeguarding processes in place to respond to concerns.

Your Right to Choice and Self-Determination

You have the right to:

- Decide if, when and how you participate with the Network.
- Set boundaries around your involvement, including what you do and do not wish to share.
- Make decisions about things that affect you in your participation with the Network.
- Withdraw from activities, roles or participation at any time without negative consequences.

Participation is not a condition of maintaining membership or connection with the Network.

Your Right to Give Input

You have the right to:

- Raise issues, concerns and priorities affecting you and other consumers.
- Have your views heard and respected.
- Be represented in systemic advocacy with your consent.
- Choose whether your lived experience is shared publicly, privately, de-identified or not at all.

The Network exists to amplify consumer voices and advocate for change based on consumer priorities.

Your Right to Dignity and Respect

You have the right to:

- Be treated with dignity, respect and sensitivity.
- Have your culture, spirituality, identity, sexuality, ability, age, literacy and life experiences respected.
- Participate in ways that align with your values, beliefs and life choices.

The Network values diversity and recognises that lived experience is not the same for everyone.

Your Right to Information and Clear Communication

You have the right to:

- Clear, honest and accessible information about participation opportunities, roles and expectations.

- Understand the purpose and scope of activities you are involved in.
- Be informed of any relevant changes that may affect your participation.

You may ask questions at any time and receive information in a way that meets your needs.

Your Right to Engage, Exit and Be Referred

You have the right to:

- Choose to engage or not engage with the Network.
- Safely exit participation, roles or activities at any time.

Resigning from any role will not negatively affect your current or future participation with the Network.

Your Right to Privacy and Confidentiality

You have the right to:

- Privacy and confidentiality in your engagement with the Network.
- Have your personal information collected only where necessary and handled securely.
- Access your personal information held by the Network, and to have your confidentiality respected.

Your lived experience stories, contributions and feedback will not be shared without your consent.

Your Right to Provide Feedback and Make Complaints

You have the right to:

- Provide feedback, raise concerns or make a complaint without fear of repercussions.
- Be informed about how to make a complaint or provide feedback.
- Have complaints handled respectfully, confidentially and fairly.

Providing feedback will not negatively affect your current or future participation with the Network.

Our Commitment

The Network is committed to upholding these rights and reviewing its practices regularly to ensure they remain consistent with human rights principles and consumer-led values.

If you have questions about your rights or want to raise a concern, you are encouraged to contact the Network.