

YOUR RIGHTS

WHEN YOU WORK WITH THE CHILDREN'S SERVICES ACT (CSA)

Learn about your rights and how you can be part of the decisions made about services for your child and family.



GETTING STARTED

You have the right to:

- ✓ Learn about how CSA works.
- ✓ Get help from your case manager.
- ✓ Ask questions at any time.
- ✓ Get information in a language you understand.



YOUR SERVICE PLAN

You have the right to:

- ✓ Review your family's service plan.
- ✓ Agree or disagree with the plan.
- ✓ Get a copy of your service plan after the meeting.
- ✓ Choose to participate in services.



YOUR PART IN MEETINGS

You have the right to:

- ✓ Go to all Family Assessment and Planning Team (FAPT) Meetings.
- ✓ Stay for the whole meeting.
- ✓ Share information about your child and family.
- ✓ Help make decisions about services and supports.



IF YOU DISAGREE WITH A DECISION

- ✓ You can ask someone to look at the decision again. This is called an appeal.
-
-  Your case manager can explain how to appeal and help answer your questions.



NEED HELP? If you have questions about your rights, ask your case manager.