

Rights Catalog for Young People

at Cluster Youth Care



Easy
English

cluster 
Jugendhilfe



**This rights
catalog
belongs to:**

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Welcome

Hello and welcome to Cluster Youth Care!

We support children, young people, and families.

There are two types of help:

- **Outpatient (ambulant):**
You live at home. We visit you.
- **Inpatient (stationary):** You live with us.
For example, in a group home or in a flat from Cluster.

We want to support you. You have many important rights. Rights are like rules. Your rights are written down here, so you have a clear overview.

These rights are also written in laws, for example:

- UN Convention on the Rights of the Child
- Youth Protection Law
- Child and Youth Care Law
- German Constitution

On the last page, you will find contact persons if you want to know more.

Who decides?

We want to help you. Sometimes we make decisions for you. Maybe you do not agree. That is okay. Your caregivers will always explain their decisions. Together we look for solutions.

Decisions are made by:

- Your caregivers (Betreuer)
- Your parents
- The Youth Welfare Office (Jugendamt)
- Your guardian (if you have one) (Vormund)

If you are under 18, adults are responsible for you. But adults must include you in decisions. You should live as self-determined as possible.

If you feel treated unfairly, you can complain. (See page 18.)



I have the right to
basic needs and property

"I get what I need."

I have enough food, drink, clothes, and a place to live.

I may have my own room in a group home.

I get pocket money and I can buy things.

These things belong to me.



I have the right to
equality, respect, dignity

"I am valuable."

Everyone has the same rights.

Nobody may insult or hurt me.

Everyone is valuable.

It does not matter where I come from, how I look,
who I love, my religion, or my age.

I have the right to
safety and protection

"Stop! That is my boundary."

I live in a safe place.

Nobody may hurt me.

I am healthy.

I also respect and protect others.



I have the right to
personal growth and self-determination

"I may be myself."

I may make my own decisions,
as long as I do not break laws or hurt others.



I have the right to
help and appreciation

"I am not alone."

My caregivers help me with school, cooking, or laundry.

They listen to me, take me seriously, and support me.

I have the right to
education and information

"I want to learn."

I go to school.

I have access to books and the internet.

My caregivers help me find good information and learn new things.



I have the right to
participation

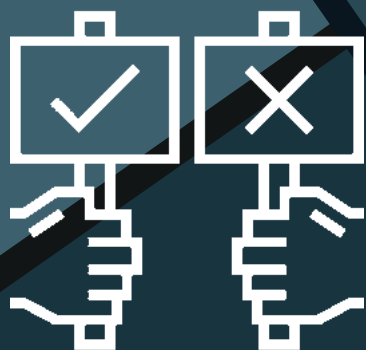
"I want to have a say."

I am part of the group.

I can help decide on rules and goals.

My opinion counts.
Everyone has the same right to participate.

I can read my reports.
My caregiver will support me through difficult decisions.



Free opinion

"That bothers me!"

I may say what I think.

I may complain. I may want to change something.

Except: My opinion must not hurt others.

I have the right to
social life, free time, rest

"I choose who I meet."

I may have contact with my family and friends.

I may do hobbies, sports, games, or join a club.

My caregiver help me with my social life.
They help me while contacting my family to be safe
even of our relationship is difficult.

I may choose my hobbies and activities



Confidentiality and data protection

"My data is safe."

My personal information (name, birthday, address)
is protected.

Caregivers only share it with the team, the Youth Welfare
Office, or my parents if needed.

I may see my own reports.

Usually my parents are allowed to know:

- How am I?
- Where am I?

I have the right to

money

"I get pocket money."

I get pocket money every month. The caregiver and I decide:

- When do I get my money
- How often do I get my money (monthly, weekly, ...)

I decide what to buy.

I may see my money records



I have the right to

privacy

"This is my space."

I have my own room or flat.

I decide who can come in.

I may lock my room.

Only I open my post.

Complaints and feedback

Not happy? Want to give us ideas?

You can:

- Talk to us.
- Write us an email or a letter.
- Call us.

You can also talk to your caregiver or team leader.

Every home has a mailbox and letter paper.

Email: beschwerde@cluster-jugendliche.de

Website: cluster-jugendhilfe.de/beschwerde

We are here for you.



cluster-jugendhilfe.de/beschwerde



Contacts:

Betreuer

name | phone

Team Leader

name | phone

Pädagogische Leitung

name | phone

Zuständige Mitarbeiter:in Jugendamt

name | phone

Ombudsstelle

name | phone

Complaints Management

name | phone