

# FAMILY + CARER RIGHTS AND RESPONSIBILITIES



YSAS values, promotes and works to sustain effective relationships between young people, family members, carers, staff and other services.

## FAMILY AND CARER'S RIGHTS

YSAS believes that, with the young person's informed consent, you have the right to:

- Be provided with information on the young person's care to the extent that they agree
- have YSAS consult you about the care being considered for the young person
- participate in decisions affecting the young person
- information and support you need to:
- understand the young person's health status
- understand the care provided by YSAS to the young person
- advocate on behalf of the young person.
- visit and communicate with the young person unless the contact poses an immediate risk to the treatment or safety of the young person, other young people or staff within the program.

YSAS believes that as the family or carer of a young person receiving services from us, you have the right to:

- considerate and respectful interactions of the highest standard regardless of your cultural background, gender, social status, age, race, sexuality, spirituality or political beliefs

- know the name and role of our staff that you interact with
- be provided with information about our services, programs, policies and approach
- expect that our staff will comply with our policies and procedures
- provide us with information concerning the young person and their family relationships
- expect information we record about you to be handled in accordance with our policies and procedures and relevant privacy legislation – where we are concerned for someone's safety and wellbeing or a young person has been harmed, we may be required by law to share information with the police, child protection or our funders
- have us explain the information we will collect about you and how we will handle it
- access personal information we have collected about you, except where it breaches another person's privacy or is otherwise prohibited by law and to correct it if you believe it is inaccurate, out of date, misleading or not complete
- seek further opinions regarding the young person's diagnosis, treatment and support
- engage with the young person and YSAS on a voluntary basis
- provide feedback and complaints as per the Feedback & Complaints policy on our website and to have any issues or concerns addressed
- referral to appropriate support services that you may need
- open communication regarding how YSAS promotes child safety and wellbeing.

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## FAMILY AND CARER RESPONSIBILITIES

YSAS believes that, as a family member or carer, while engaged with YSAS you are responsible for:

- ensuring you interact with YSAS staff in a safe and respectful manner
- respecting the rights, opinions and needs of others involved in YSAS services and programs
- accepting the consequences of your informed decisions and those of the young person
- accepting that YSAS' primary concern is the best interests of the young person receiving services
- accepting that the young person may withdraw or change their consent regarding your involvement in their care at any time.