

Client rights and responsibilities

YSAS will ensure that clients are treated with respect, dignity and courtesy.

Relationships will be characterised by natural justice, young people will be actively involved in decision making regarding their wellbeing, and staff will be willing to discuss and explain the basis for these decisions.

YSAS believes that clients have the right to:

- Physical and emotional safety when working with YSAS staff
- Considerate and respectful support and service provision of the highest standard regardless of their social status, age, race, gender identity, sexuality, spirituality or political belief.
- Adequate information that enables them to make an informed decision/choice about participation in services or programs.
- Self-determination: the right to make their own decisions to determine their own care and wellbeing. Help may be offered and alternatives suggested, but the final decision is an integral right of each person.
- An appropriate level of support and assistance when being referred to another service – including other YSAS programs.
- Know the name and role of the workers providing support, and to expect that workers will comply with YSAS policies and procedures.
- Understand and have explained to them what personal information will be collected, how this will be used, who has access to this, and YSAS policy and procedure around handling personal information.
- Expect that information recorded by YSAS about them will be handled in accordance with YSAS policies and procedures and all relevant privacy legislation.
- Access the personal information that YSAS collects about them and correct it if they believe it to be inaccurate, not up to date, misleading or not complete - except when it is prohibited by law or if YSAS assess it may be a safety risk to the client or others.
- Voice their feedback, both positive and negative. Any grievances and complaints about the support and service delivery received can be expressed through a range of means, including to their worker, their worker's manager, www.ysas.org.au, or to the YSAS Privacy Officer. Feedback including suggestions, improvements and complements, can be provided through the DROP BOX (on site), www.ysas.org.au, their worker, or the YSAS Youth Participation Program.
- Withdraw from YSAS services at any time.

YSAS believes that clients have the responsibility to:

- Ensure they interact with YSAS staff in a safe and respectful manner.
- Respect the rights, opinions and needs of others involved in YSAS services and programs.
- Accept the consequences of their own informed decisions.

Document history

YSAS Pty Ltd Client Rights and Responsibilities Statement – September 2019			
Review responsibility: Practice Standards Committee		Approved by: YSAS Executive (24.10.2019)	
Version: 3	Issue date: October 2019	Review date: August 2022	
Summary of changes: Language changed to reflect a stronger commitment to respect, dignity and courtesy, and to be more accessible and inclusive, staff safety added.			