

## Young People’s Rights and Responsibilities

This sheet has been put together so young people using YCNC services and programs know what their rights are as service users, and what we expect of them.

Your rights / responsibilities	What this means
<b>Self determination</b>	You have a right to make your own decisions about your life, and to be involved in any plans made about how YCNC and other services will work with you. You are responsible for your own decisions and choices.
<b>Respect</b>	You have the right to be treated with respect and to be free from physical, sexual, emotional and verbal abuse. Your main responsibility in using YCNC is to treat others with respect, including being honest and never abusing workers or other young people physically, sexually or verbally.
<b>Privacy and confidentiality</b>	<p>YCNC can’t record any information about you without your consent. We won’t record information we don’t need to know, e.g. past criminal / legal issues, religious background, HIV status or other information.</p> <p>If we are going to provide you with support, we need to know some things about your life, how we can best support you, and who we can talk to about you, such as your doctor, parent or Centrelink. We keep this information in a client file, which is locked in a filing cabinet.</p> <p>This right should be explained when you first come to YCNC, and you will be asked to sign our privacy and confidentiality agreement. You may also be asked to tell us clearly who we can and can’t talk to about you. We would only talk to other services without your consent if we feel that your safety, welfare or wellbeing are at significant risk of harm.</p>
<b>Access to services and programs</b>	You have the right to be assessed for access to services without discrimination. When you first come to YCNC, or attend an intake interview, the worker should explain to you what services and programs we have to offer, and how to access those services.
<b>Complaints and feedback</b>	<p>You have the right to a good quality service. If you feel that you have been treated badly, or have any other complaint, you have the right to have your complaint heard and dealt with fairly, promptly and without retribution. The complaints process should be explained to you when you first come to YCNC, but you can ask about how to complain at any time. A good starting point is to talk with the Client Services Manager. If someone makes a complaint about your behaviour, you have a right to a fair hearing, to give your point of view, and to appeal any decision that has been made in the complaints process.</p> <p>Sometimes we’ll also ask you for feedback, which is a chance for you to tell us how we can do a better job or deliver better services and programs, even if you don’t have a specific complaint.</p>
<b>Refusing a service</b>	You have the right to refuse a service. If you refuse a service, this will not affect your future access to the service. Let YCNC know if your circumstances change as we may be able to assist you at another time. If you are refused a service, you will be given a reason for the refusal.