



YOUR RIGHTS AND RESPONSIBILITIES

You have the right to be treated with respect, dignity and courtesy.

You will be an active part of decisions regarding your care and wellbeing, and staff will be open when discussing the basis for these decisions.

YOU HAVE THE RIGHT TO

- Physical and emotional safety when working with our staff and within our programs
- Support that is high quality, considerate and respectful regardless of your:
 - social status
 - age
 - race
 - gender identity
 - sexuality
 - intersex status
 - spirituality, or
 - political beliefs
- An LGBTIQ+ inclusive service, which does not tolerate homophobia, biphobia, intersexphobia or transphobia
- Be given the information you need to make informed decisions about your involvement with YSAS
- Make decisions about your care and wellbeing
We may offer help and alternatives, but it is your right to make the decision that is best for you
- A suitable level of support when you are referred to another service – including other YSAS programs
- Know the name and role of staff providing you with support
- Expect that our staff will follow our policies and procedures
- Understand what information will be collected about you and know:
 - how it will be used
 - who can access it, and
 - what we will do to keep it safe
- Expect that any information we collect will be managed in line with our policies and procedures and all relevant privacy laws
- Discuss how we collect and record information that might be sensitive (such as your sexual orientation, gender identity, intersex status, and relationships)
- Access your information collected about you, except if it breaches another person's privacy or is not permitted by law. You also have the right to correct it if you believe it is wrong, out of date, misleading or not complete
- Withdraw from our services at any time
- Give feedback (both positive and negative), know how to provide it to us and understand what we will do with it

You can provide feedback by:

- Filling out a Feedback/Complaint form and giving it to any YSAS worker, or putting it into the DropBox;
- Going to ysas.org.au/feedback-complaints and submitting the webform
- Texting your worker
- Emailing feedback&complaints@ysas.org.au; or
- Talking to a worker, Manager or General Manager.

YOU ARE RESPONSIBLE FOR

- Behaving in a safe and respectful way when participating in YSAS programs
- Respecting the rights, opinions and needs of others involved with YSAS, regardless of their social status, age, race, gender identity, sexuality, intersex status, spirituality or political beliefs
- Accepting the outcomes of your informed decision