

## Your Responsibilities

### Respect Others

- To respect others, including YFCC's staff, volunteers, students and other clients.
- To be kind to other people and behave in a manner which does not cause an issue to staff and other users
- To respect YFCC's property.

### Appointments

To always go to planned appointments and let your worker know as soon as possible if you cannot keep an appointment.

### Get the most out of your service

To focus at your appointment to make the most out of your time. (e.g. turn off your mobile phone).

### Be Present

Attend the service in a fit state (not under the Influence of drugs or alcohol).

### Information

To give the worker correct information about yourself in order to receive the best service.

### Decisions

To be responsible for your own decisions that you make with your worker about your services.

### Confidentiality

To keep private all information about other clients or participants in groups or programs run by YFCC.

### Consequences of a Client Breaching their Responsibilities

YFCC workers reserve the right to withdraw or refuse service to individuals who breach these client responsibilities. To read YFCC's "Withdrawal or Refusal of Service" policy please request a copy from a YFCC staff member.

### Contact us at our Head Office

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## Your Rights and Responsibilities



