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

62 Stewart Street Devonport Tasmania 7310

Phone (03) 6423 6635

Email: reception@yfcc.com.au Website: www.yfcc.com.au

July 2018



Your Rights and Responsibilities



Your Rights and Responsibilities

At YFCC we work hard to provide excellent, respectful and caring services, which help people to heal and encourage all persons to be the best that they can be!

We seek to show respect for differences and value everyone's unique self.

Making sure that you know your rights and responsibilities as a client of YFCC is very important to our agency.

Your Rights

Information

Receive correct and the latest information in a timely manner.

Safety

To speak to your worker in a safe place.

Be Present

To have 100% attention of your worker and for there to be no interruptions during a session.



Decisions

To lead the decisions made about your service.

Privacy and Confidentiality

To have your information treated as private and to be able to access your personal information.

Support

To have the right to have another person of your choice to support you and speak on your behalf.

Complaints

To have your comments valued and to make a complaint if you are not happy with the service you receive.

Respect

To be treated in a professional and kind manner that respects and values differences related to:

- Race
- Ethnicity
- Where you were born
- Gender
- Sexual orientation
- Religion
- Personal values
- Age
- Disability
- Economic status
- Veteran status

Quality

To receive good quality services.