

# YOUR RIGHTS & RESPONSIBILITIES



*As a client using services at Youth Focus,*

## **YOU HAVE A RIGHT TO:**

- ★ Privacy and confidentiality
- ★ Receive a high standard of care and services
- ★ Be informed about the service
- ★ Have someone of your choice with you, or to speak with Youth Focus on your behalf
- ★ Be respected, listened to and treated without discrimination
- ★ Ask to see a different staff member
- ★ Access information kept about you under the Privacy Act [1988]
- ★ Leave the service at any time
- ★ Give us feedback about the service or submit a complaint

## **YOU HAVE A RESPONSIBILITY TO:**

- ★ Treat staff and property with respect
- ★ Not come to Youth Focus under the influence of alcohol or other drugs
- ★ Let us know if you are running late or can't make it
- ★ Let us know if things are not working for you at Youth Focus

