



FAMILY AND COMMUNITY RIGHTS AND RESPONSIBILITIES

YSAS values, promotes and works to support positive relationships between young people, their family and community, staff and other services.

YOU HAVE THE RIGHT TO

With your young person's informed consent you have the right to:

- Be provided with information about your young person's care to the extent that they agree
- Be consulted about the care being considered for your young person
- Participate in decisions affecting your young person
- The information and support you need to:
 - Understand your young person's health status
 - Understand the care YSAS provides to your young person
 - Advocate on behalf of your young person
 - Visit and communicate with your young person unless it poses a risk to the treatment or safety of your young person or other young people or staff within the program

Family and community members have the right to:

- Support that is high quality, considerate and respectful regardless of your:
 - social status
 - age
 - race
 - gender identity
 - sexuality
 - intersex status
 - spirituality
 - political beliefs
- An LGBTIQ+ inclusive service, which does not tolerate homophobia, biphobia, intersexphobia or transphobia

- Know the name and role of staff that you interact with
- Be provided with information about our services, programs, policies, and approach
- Expect that our staff will follow our policies and procedures
- Provide us with information about your young person and their family relationships
- Expect that any information we collect will be managed in line with our policies and procedures and relevant privacy laws. If we are concerned for someone's safety or wellbeing, or a young person has been harmed, we may be required by law to share information with the police, child protection, or our funders
- 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
- Access information we have collected about you, except if it breaches another person's privacy or is prohibited by law. You also have the right to correct it if you believe it is incorrect, out of date, misleading or not complete
- Get other opinions about the diagnosis, treatment, and support of your young person
- Engage with your young person and YSAS voluntarily
- Provide feedback and complaints and have your issues or concerns addressed
- Referral to support services that you may need
- Know about how we promote child safety and wellbeing

YOU ARE RESPONSIBLE FOR

- Interacting in a safe and respectful way with YSAS staff
- 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 informed decisions made by yourself or your young person
- Seeking to understand that our primary concern is the best interests of the young person receiving services
- Seeking to understand that your young person may withdraw or change their consent regarding your involvement in their care at any time