

Welcome Pack

For Young People

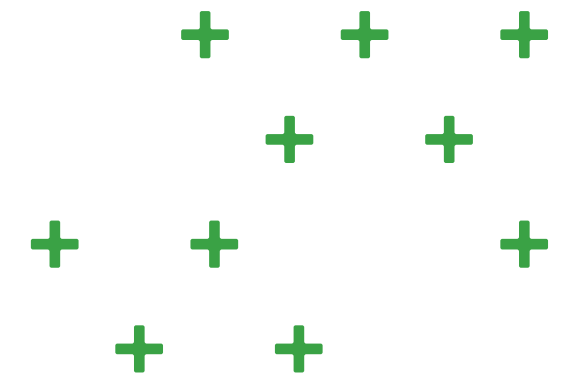


YSAAS

Welcome to YSAS

**We can provide interpreters
if young people and their families need.
Speak with a YSAS worker
and they will organise this for free.**

**We are here to support you.
This welcome pack helps explain
what we do and how we do it.**



Do you need urgent help?

We support young people in times of crisis however we are not an emergency service. We will always contact emergency services (000) when needed.

If you are hurt, worried about someone's safety (including your own), or need urgent support then **please call 000 (Ambulance, Police, Fire Brigade) or go to your closest hospital emergency department.**

If you are struggling with thoughts about wanting to end your life (suicide), or urges to hurt yourself (self-harm), **contact the following National 24/7 crisis services:**



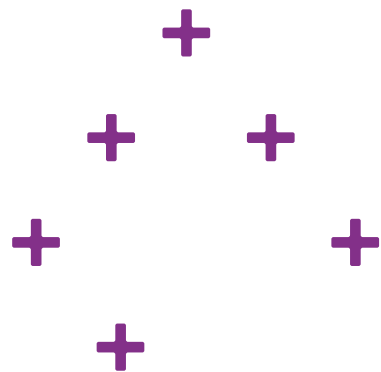
Suicide Call Back Service:
1300 659 467 or suicidecallbackservices.org.au



1800 Respect (24/7 family and sexual violence helpline):
1800 737 732



Kids Help line:
1800 55 1800 or kidshelpline.com.au



Acknowledgement of Country

We know that Aboriginal and Torres Strait Islander people are Australia's First People and Traditional Custodians.

We pay our respects to all Elders past and present and understand that all of our programs and services that support young people are located on Aboriginal land that still belongs to them.



Who are we?

We provide support to young people and their families who live in Victoria.

We specialise in working with young people who are struggling with drug and alcohol use; criminal activity (or possible future criminal activity); difficulties with managing emotions and/or negative thoughts; not attending school or working; and family concerns.

We don't judge and we let young people take the lead in deciding what issues you want support with. We can also help you find other support outside of YSAS if you would like, such as places that help with housing, health, employment etc. We can give you the details of other youth specific organisations and even introduce you to other workers if you want. We can meet you at either one of our offices or in a public space like a park or shopping centre, or even chat online through email, video or phone calls, or text messages. We offer special housing for young people who want to take a break from using drugs or alcohol and be in a safe, supported place with workers there who can help. We also share offices with GPs and nurses that are good with working with youth and can put you in touch with them if you would like.



We are a child-safe organisation

Your safety and wellbeing is important to us.

We follow government guidelines that tell us how to make sure we keep young people safe while we are working with them. We choose our workers and volunteers carefully and provide everyone with training on keeping young people safe. We expect that all YSAS workers and volunteers treat young people and their families with respect. This means that they should not make you feel uncomfortable or unsafe at any point. Our workers should never treat you in a way that makes you feel scared, upset or embarrassed.



If you want to know more, check out our **Safeguarding Young People Policy**



If you have any worries about your safety or someone else, you can:

Speak to your worker

Provide us feedback by using the feedback and complaints process on page 15 or

Call YSAS' main reception on 94158881 and ask for YSAS' Child Safety Officer. The Child Safety Officer will talk to you about what they are going to do next.

You will never be in trouble for speaking up if you feel scared or uncomfortable. Every young person has the right to feel safe.

Your rights and responsibilities

You have the right to be treated fairly and with respect.

Your worker will talk to you about your rights and responsibilities when they first meet with you. They will explain the things you can expect from all YSAS workers and also what we expect from the young people we work with because we all deserve to feel safe and respected.

Your Rights and Responsibilities posters are displayed at every YSAS office and are also on our website.



Young Person Rights and Responsibilities



How we support Young People

We work with young people and their families to help reach their dreams, goals, or needs.

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We believe everyone should get the chance to live a healthy and full life.

We understand you are the expert in your own life - we listen to you so we can get to know what help would be useful. We want to know what skills you have and who the people are in your life who support you the most. Together we come up with a plan for how YSAS can be the most help.

You are in charge of this plan – we use it like a map to make sure we are on track to get where you want to go.

It is important to know that YSAS support is time limited, which means that after a certain point we have to stop whatever service or program we are providing you with. This is so we have enough resources to help as many young people and their families as possible. We would always let you know in advance when our involvement has to stop and we make sure to link you in with other organisations if you still need some support.



Inclusion and equity at YSAS

At YSAS, we understand that everyone is unique. We welcome and work with all young people and their families from different backgrounds and identities, including:

First Nations Peoples

LGBTIQA+ folk

People with disabilities

People from various cultural and ethnic groups

Young people unable to live at home

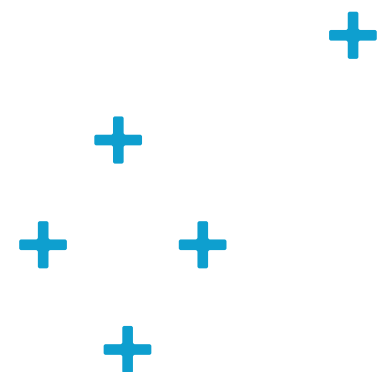
We value and respect everyone, no matter where your life journey has taken you. We do not put up with discrimination or unfair treatment of any kind and neither should young people in our programs. We want to make sure you and your family feel safe during your time at YSAS.

If you do have concerns about experiencing discrimination, racism, or harassment, please let us know so we can take action.

You can provide any feedback or complaints through our website www.ysas.org.au or fill out a feedback or complaints form at each program and put it in the Dropbox or give it to a worker. You can also scan the QR Code on our feedback poster and fill in the form.



Feedback and Complaints



Aboriginal and Torres Strait Islander services

We work hard to make sure Aboriginal and Torres Strait Islander young people and their families feel welcome, safe, and included.

Our programs and services are culturally appropriate and we have connections with Aboriginal organisations in all the places we work from.

If you are Aboriginal or Torres Strait Islander and you want to find the Community Controlled Aboriginal Health organisation in your area, use this interactive map to search.



Interactive map



Waiting lists

Sometimes there may be a wait before you can join a YSAS program or service.

This happens when we have more young people needing support than we can actually work with.

When this happens, we will let you and your family or supporters know roughly how long you may need to wait for. If the wait time is really long we may be able to offer you a shorter version of the support we normally provide, so you aren't left with nothing. We will always be honest with you about what we can provide and if you have any worries about not getting the help you need when you need it, we can support you to connect with another organisation that might be able to help you sooner.



Youth participation and partnership

We think that young people we work with should get a say in decisions that involve them.

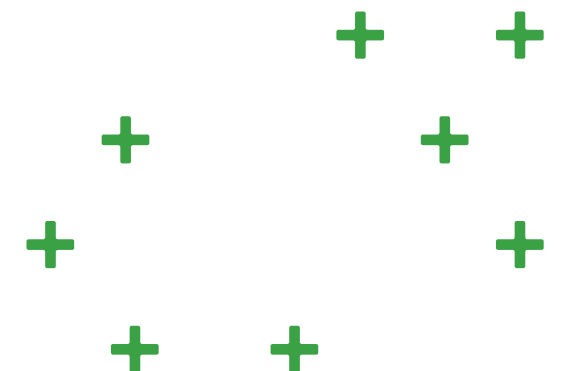
Our workers will always check in with you to see if our support is helpful or needs changing.

We value young people's opinions in how a youth organisation should be run. Young people are welcome to join our Youth Advisory Committees, which are groups that meet and discuss issues important to young people. This helps YSAS understand how we can best support young people and their families.

If you want to know more about Youth Participation at YSAS, ask your worker or the YSAS Youth Participation Team on (03) 9415 8881 or youthparticipation@ysas.org.au



Youth Participation 



Satisfaction surveys

In most of our programs we offer a quick and easy satisfaction survey so you can let us know how we are going.

It's totally anonymous and confidential and you will receive regular invitations to complete it.



Feedback and complaints

We welcome all feedback (compliments, suggestions, and complaints) about our work. We use this feedback to make sure that you and other young people and their families have the best possible experience at YSAS.



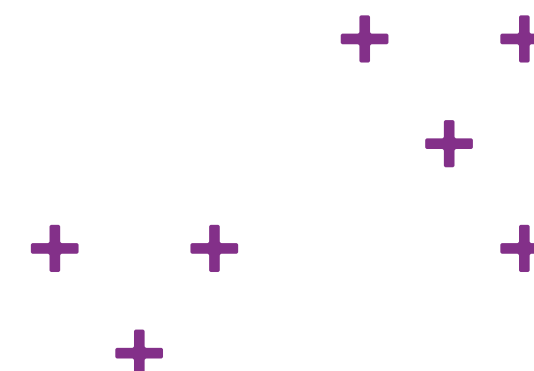
You can provide any feedback or complaints by:

Going to our website

Filling out a feedback or complaints form at any of our locations and put it in the Dropbox or give it to a worker

Scanning the QR Code on our feedback poster and filling in the form

We will contact you if you choose to tell us your name and contact details. Sensitive complaints will be handled with care by a selected panel of senior staff members. We take all feedback seriously and will do our best to respond to your feedback quickly.



Should you involve family and friends?

We think that family, friends and the community play an important role in helping young people to overcome difficulties.

We understand that not all young people receive support from their families but we also know that sometimes young people can find it useful when families are included in our support. This is because often young people are living with their families and if they aren't, they are usually still in contact with them on some level..

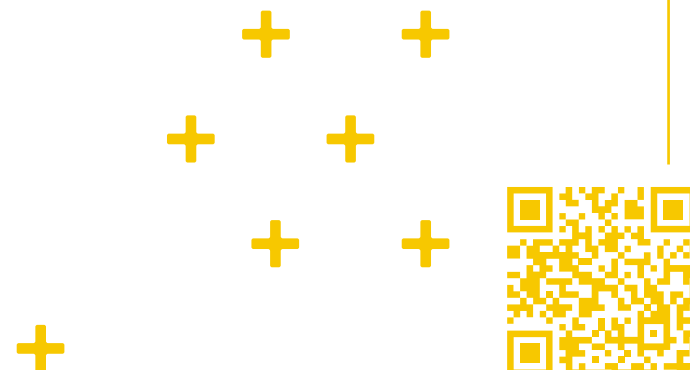
It is up to you to decide how much your family or support people are involved.

YSAS workers will respect your choices and right to privacy, but there might be certain times we need to include families in your care – this can happen if you are under 15 or if we are worried for your safety.

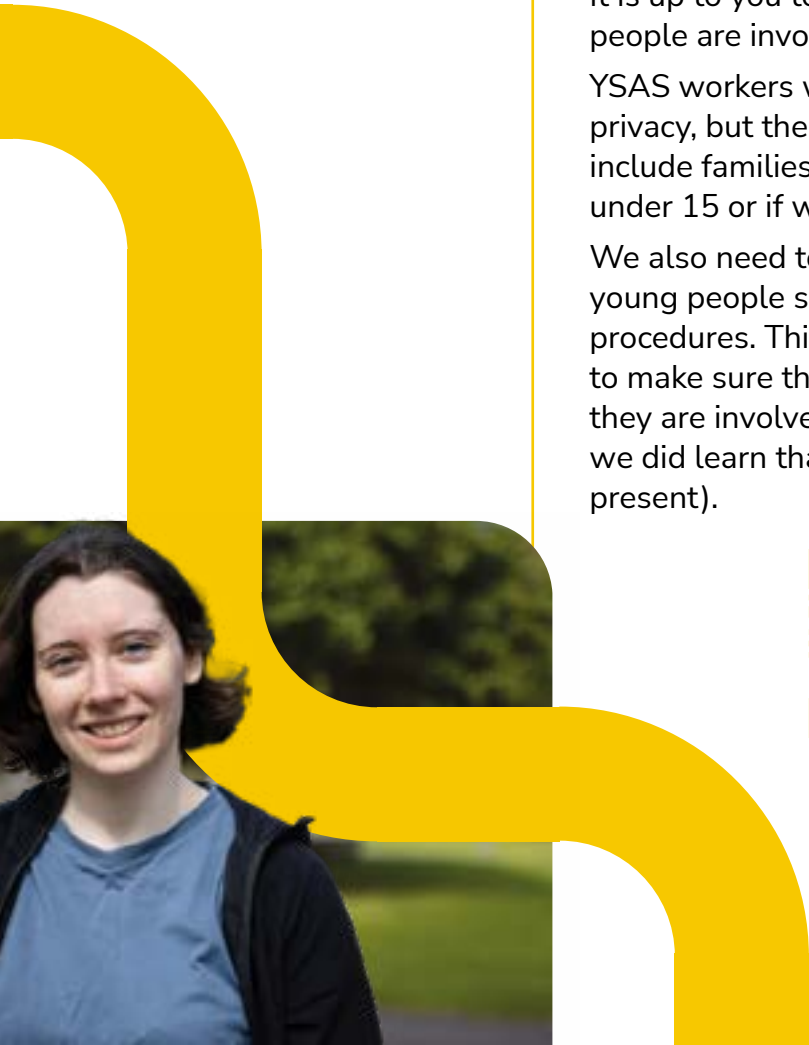
We also need to let families know how we keep young people safe from harm through our policies and procedures. This means we must tell families what we do to make sure that young people aren't being hurt while they are involved with YSAS, and what we would do if we did learn that someone was being hurt (in the past or present).



[Family and Community Rights and Responsibilities](#)



[YSAS Privacy Statement](#)



Your personal information, privacy and consent

At YSAS, your privacy is important to us.

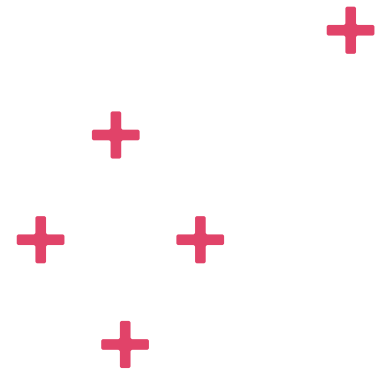
We collect personal information about young people and their families that helps us to support you. We only do this after you have told us that it's okay, which means you have given consent. We also don't collect any personal information from you until a YSAS worker has clearly explained the reason for requesting that information and what we will do with it. We are very careful with how we record personal information to make sure that it is correct and related to our work with you.

YSAS has to follow privacy laws that tell us we must protect your information from misuse, interference, loss, unauthorised access, modification, or disclosure. This means that no one should have access to your information unless you have agreed.

The only time this doesn't apply is if there are concerns for someone's safety (yours or someone else's) or if a serious crime has been committed - then YSAS has to legally share the information with others. This is because YSAS workers have a duty of care to keep everyone safe. If we need to do this, a YSAS worker will always try to let you know this is going to happen.

You have the right to access the information we keep about you. You can ask your worker how to do this or email privacy@ysas.org.au and our Privacy Officer will get back to you about what to do. The Privacy Officer can also be contacted on (03) 9415 8881 and will be happy to speak with you about any privacy questions you have.

Informed consent



You need to consent to YSAS care and support.

This means that we have talked with you about your goals and concerns, answered your questions, and carefully explained the care and support we can offer. This also includes explaining that YSAS is a voluntary service, which means that you are free to decide if you want to participate.

Informed consent is when you freely agree to accept our support and help, knowing that you can change your mind at any time (without giving us a reason). If you are under the age of 15, your parent/carer/guardian might also have to legally provide their consent for you to receive our care and support. This means that they need to tell us it is okay for you to join our program or service. This might also need to happen if you have a disability or if your YSAS worker is not confident that you fully understand what is actually involved with YSAS care and support.

