

HANDBOOK

What you can expect from
us at **YOUNITY**

- ☒ Rights
- ☒ Privacy
- ☒ Confidentiality
- ☒ Safety
- ☒ Feedback

At Younity, we work alongside children, young people, individuals and families to provide the connections, support, access, skills, knowledge and opportunities they need to have a fair go at life.

YOUNITY's vision is for a community that is innovative and values and supports its young people, children and families to thrive.

More information on our values can be found at www.younity.org.au

This Handbook will outline what you can expect from YOUNITY while you are with us.

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- Your Rights at YOUNITY
- Safety
- Confidentiality
- Privacy
- Accessibility
- Feedback
- Complaints

Your Rights at YOUNITY

Your rights are important to us. While attending a service provided by YOUNITY you have the right to:



- Be treated with respect, dignity and consideration.
- Be safe and feel safe.
- A professional service.
- Be informed about what services are available to you.
- Be assessed to receive services without discrimination.
- Choose what service you will receive.
- Refuse assessment or service.
- Have your philosophy and values respected.
- Have a support person present when you access our services.
- Express your views and ideas, make comment or complain.
- Confidentiality and respect for your privacy.
- Have access to your own records following established procedure.



At YOUNITY we pride ourselves on providing quality support and outstanding customer service to the young people and families we work with. In order to get the best service possible, we encourage you to:

- **Share information necessary for us to assist you;**
- **Participate in the program and;**
- **Let us know if you would like to cancel or reschedule an appointment.**

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YOUNITY's Responsibilities

WE AIM TO:

- Honour you as a person, and treat you with courtesy and consideration.
- Provide a safe environment for you when you access our services.
- Ensure that all our workers are well trained and work in accordance with our mission, vision and values.
- Provide you with accurate information about our services and programs.
- Offer the services we are funded to deliver without discrimination.
- Respect the choices you make about services.
- Respect your philosophy and values.
- Work cooperatively with you and your support person in the provision of services.
- Ensure that you are aware of our complaints procedure and have the support needed to provide feedback or lodge a complaint.
- Ensure your confidentiality and privacy is maintained - except where these rights may be overridden by legal or safety considerations.



Confidentiality

Confidentiality is keeping your information **private** and not sharing information unless it is relevant. All YOUNITY workers and volunteers are bound by a Declaration of Confidentiality.

By law there are certain situations when we are required to inform external professionals of information you have disclosed. These situations include:

- If we have reason to believe you are being harmed or you are at risk of being harmed.
- If we have reason to believe that another person is being harmed or is at risk of being harmed.
- If our records are subpoenaed by a court.

Consent involves giving YOUNITY permission to collect your information, or share your information with other services for the purpose of supporting you. In order to collect or share your personal information, YOUNITY will ask you to complete a consent form. You do not have to give consent if you do not wish to, and you may withdraw your consent at any time.

You can if you wish to **access** the personal information collected by YOUNITY at any time. Speak with a YOUNITY team member about how to do this.

----- Privacy

All workers engaged by us will respect your privacy by:

- Maintaining your confidentiality throughout all conversations and meetings - in regards to personal matters or in relation to you.
- Ensuring that no unnecessary physical contact occurs between the worker/volunteer and yourself.
- Ensuring that workers/volunteers do not enter any room of your home, or touch any private possessions belonging to you, without your express permission or invitation.
- Respecting your cultural traditions.

Safety

YOUNITY is committed to the safety and wellbeing of everyone who attends our service. We are committed to being proactive in ensuring that all young people and families are supported in a safe environment and in a way that upholds their rights, dignity and individual needs. We do this by:

- Upholding a zero tolerance to abusive, threatening or unsafe behaviours by both participants and staff.
- Adopting the 10 National Child Safe principles into our governance and operations.
- Ensuring staff attend regular relevant training,
- Upholding a strict screening process when hiring staff.
- Providing easy access to our complaints process.

If a worker or volunteer becomes aware that a child or young person is experiencing, or is at risk of experiencing harm, we may have to notify the Department of Child Safety. We value transparency and will attempt to do this with the support and consent of the parent or client.



Accessibility

Our aim is for our services to be accessible to everyone in our target groups regardless of their age, ability, religion, gender, sexual orientation, social or economic status, cultural or linguistic background and any other factors.

Please let us know if you have any accessibility requirements, there is a lift located at the front entrance of our offices and we will strive to ensure we arrange or provide additional supports as required.

Feedback

We welcome information and suggestions from you, to enable us to improve the quality of our services. Please give us your suggestions for improvement, using the **Online Feedback & Complaints** form found on our website.

You can also provide feedback to our staff about the service you are receiving at YOUNITY. Let us know if you feel the support we are offering is not helpful, or if you would like something to change.

Complaints

You have the right to complain about the service you are receiving without fear of retribution and can expect complaints to be dealt with fairly, promptly and confidentially. Complaints are to be put in writing using the **Online Feedback & Complaints** form - found on our website and using the QR code above. You can expect your complaint to be taken seriously and dealt with in a timely manner. This might involve speaking to one of our Directors or the Chair of the Management Committee. If a complaint is made, you will be contacted within five working days of receipt of your written complaint to discuss what action is proposed/has been taken. More information on how we handle complaints can be found in our **Feedback and Complaints** policy on our website.

If you are not comfortable making a complaint directly to YOUNITY or if after following the process written above, the complaint remains unresolved, you have the right to take the complaint to an external authority such as the Anti-Discrimination Commission of Queensland (Tel: 1300 130 670), the Human Rights Commission (Tel: 1300 656 419) or the Queensland Department of Children, Youth Justice and Multicultural Affairs

At YOUNITY, our aim is to support our community in a way that is fair, ethical and collaborative. An ongoing investment in people's social and emotional well being will inevitably lead to a healthier, happier community. This is why YOUNITY is committed to building the capacity of the Moreton Bay community; to be actively involved in their own and their communities life.

Do you need to know more information about:

- Your Rights at YOUNITY
- Safety
- Confidentiality
- Privacy
- Accessibility
- Feedback
- Complaints

Ask a YOUNITY worker for more information or go to www.younity.org.au to view the policies mentioned in this handbook

www.younity.org.au

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