



Clients Rights and Responsibilities

Clients are the focus of Young Crisis Accommodation Centre and it is important that their rights are acknowledged and promoted at every opportunity. As service users, however, clients also have responsibilities to the agency that they should be aware of.

Clients of Young Crisis Accommodation Centre have the following rights and responsibilities:

CLIENTS RIGHTS

- You will be treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic status.
- We will be respectful of your dignity and be sensitive to those who are or have experienced domestic violence.
- Your personal privacy will be respected and your confidentiality will be protected, except when we have a legal obligation (and we will explain what this means when you use our service).
- You have the right to use our service if it matches your needs and what we are funded to provide.
- We will work in partnership with you to identify your needs and develop a plan with you and other agencies to meet those needs.
- You have the right to raise a complaint, and we will respond in a confidential, respectful and timely manner.
- We will inform you of your rights and responsibilities when you receive a service from us.
- You will be provided opportunities to take an active role in the decision-making processes of our service.
- We will provide you with several suitable referral and support options, so you can decide with which service you prefer to work.

- We aim for you to feel safe and we will establish systems to ensure your protection from harm.
- You can expect our service to meet health and safety requirements.
- You will receive the same quality and level of service regardless of your gender, religious, cultural or linguistic background, sexual orientation, age, disability or family status.
- We will regularly ask you for your opinions and seek suggestions regarding the services that we offer.
- If you have a child under 16 years old, you have the right to have your child's needs considered and linked to suitable responses.

CLIENT RESPONSIBILITIES

Clients of Young Crisis Accommodation Centre have the following responsibilities:

- Be respectful of others, including staff, volunteers and other clients.
- Be respectful of the organisation's property.
- Be an active participant in your service.
- Participate in the service in a fit state (not under the influence of drugs or alcohol).
- Maintain confidentiality regarding information about other clients or participants in groups or programs.
- Provide accurate information about yourself to receive the best service.