

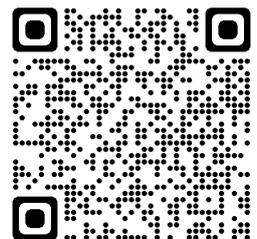


YFS client information book

What you can expect from YFS

Your privacy, rights and responsibilities

Easy English



BUILDING INDEPENDENCE & PARTICIPATION

This book is about



- your privacy



- your rights



- your responsibilities

Your rights



We will respect your rights.

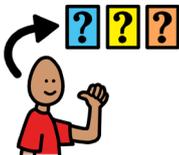


You have the right to privacy.



You have the right to tell us what you think.

We will listen and take it seriously.



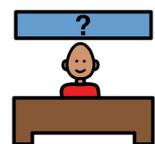
You have the right to ask questions.



You have the right to be treated fairly.



You have the right to be safe.



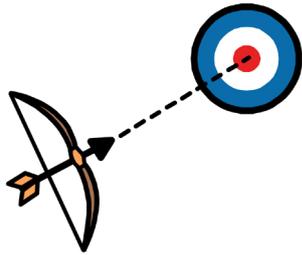
You have the right to know what is happening with your services.



You have the right to let us know what you think about us and our service.

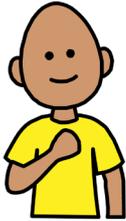


You have the right to access and amend personal information held by us.



Your responsibilities

We will help you set goals. We expect you to take part in reaching your goals.



We ask you to treat yourself and other people with respect.



We expect you to provide a safe environment if we come to your home. For example, keep your pets on a leash when we visit.

YFS staff



People who work at YFS wear an identification badge.

The badge has their photo and name.



We treat everyone as equals.

This means everyone has the same rights.



We respect your rights.

We will be honest with you and keep our word.

Your privacy



Your information is private.



We respect your privacy.



We only ask you for information we need. Like

- your name
- your address
- your phone number

We will not ask you for more than we need.



We keep your information safe and store it securely.



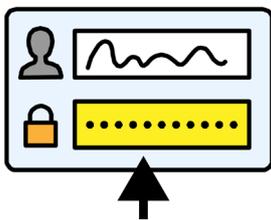
You can ask us if you want to see your information.

We will only share your information if

- you tell us we can
- it is the law.

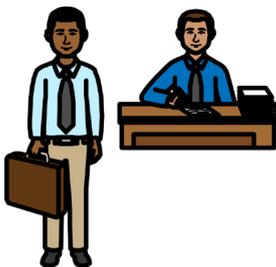
Sometimes we may have to share your information without your permission.

We call this *limits to privacy*.



Limits to privacy include

- if we have to share your information by law
- if we think you are a danger to yourself or others
- if we think someone is harming a person who cannot stand up for themselves. For example, a person with a disability or a child
- if a department or organisation that gives us funding wants to check our work. We might give them anonymous information about you. This information does not identify you.

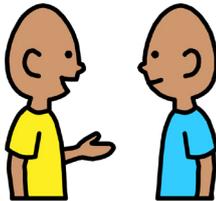


Your feedback or complaints

You can tell us your feedback or complaints.



If you want to make a complaint or tell us what you think, you can:



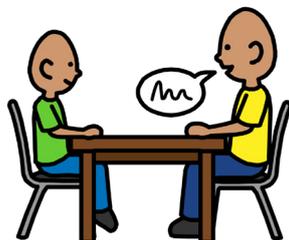
- tell someone who works at YFS or ask to speak to a manager



- ask someone else to contact YFS for you
- call our feedback telephone number on 07 3826 1596
- fill out the form on our website:

<https://www.yfs.org.au/contact-yfs/>

If you have a complaint, we will

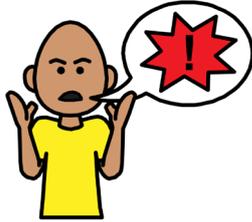


- listen to you
- talk to you about your complaint
- we will try to help you as best we can.



If you are not happy you can contact the Chief Executive Officer of YFS.

Other ways to make a complaint



You can make a complaint about us to

Our funders

This is the organisation or department that gives us money for your service. You can get their contact details from our website or ask us.



Office of the Information Commissioner Queensland

- Website www.oic.qld.gov.au
- Call 1800 642 753



Queensland Ombudsman

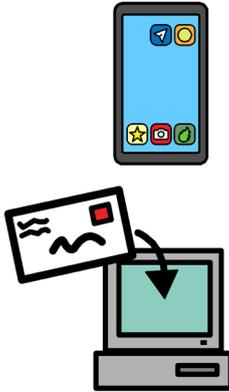
- Website www.ombudsman.qld.gov.au
- Call 1800 068 908



Queensland Human Rights Commission

- Website www.qhrc.qld.gov.au
- Call 1300 130 670

To contact us



Call 07 3826 1500

Email yfs@yfs.org.au

Website www.yfs.org.au

Write to us at PO Box 727 Woodridge 4114

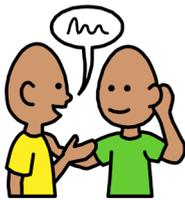
Or come in and see us at



YFS Head Office

376 Kingston Road, Slacks Creek

8:30am to 5:00pm Monday to Friday



Tell us if you want to read a copy of our
privacy policy or our complaints policy.



YFS respectfully acknowledges Aboriginal and Torres Strait Islander people as Australia's first peoples and the traditional owners/ custodians of the land on which we meet and work. We recognise the important role they have within community and country, and we pay our respects to the Elders of this land past and present.

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