What to expect at YFS

Your rights



Rights are rules that help everyone live happily and safely. Everyone, including children and young people, has rights. **At YFS, we will always respect your rights.**



You have the right to be treated fairly and to be safe.



You have the right to tell us what you think and to ask questions. We will listen and take it seriously.



You have the right to know what is happening with the help you receive at YFS.



If you feel your rights are not respected, you can tell us.

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.

YFS
P: 07 3826 1500
E: yfs@yfs.org.au
W: **yfs.org.au**
Feedback Line: 07 3826 1596
yfslogan

YFS Head Office
376 Kingston Road,
Slacks Creek QLD 4127
8.30am - 5pm Monday to Friday

Ask us for a copy of our privacy policy (how we keep your information safe) or our complaints policy (how to tell us if something is wrong).

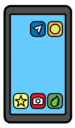
How to make a complaint



Tell someone who works at YFS



Ask someone else to contact YFS for you



Call our feedback line on **3826 1596** and leave a message



Use the contact form on our website **yfs.org.au**



If you tell us about a problem by phone or on our website, we will reply within a few days (not counting weekends). We will keep you updated about what is happening.



If you don't think YFS has listened or acted fairly, you can speak to our Chief Executive Officer.



You can also make a complaint to the organisations that fund our services. You can ask us how to contact them.

You can also contact

Office of the Information Commissioner Queensland
(helps with privacy problems)
W: oic.qld.gov.au
P: 1800 642 753

Queensland Ombudsman
(helps if something is unfair)
W: ombudsman.qld.gov.au
P: 1800 068 908

Queensland Human Rights Commission
(helps protect people's rights)
W: qhrc.qld.gov.au
P: 1300 130 670

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