What you can expect from YFS

Your privacy, rights & responsibilities

To view this information online, visit ***yfs.org.au/rights-responsibilities***

Your rights at YFS

- As a YFS client we will respect your rights.
- You have the right to privacy.
- You have the right to access and amend personal information held by us.
- 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.

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 carry an identification (ID) card showing their photo, name and contact details.
- We respect your rights and act with integrity. This means we will be honest and keep our word.

Your privacy

- We respect your privacy.
- We will only ask you for information we need. We will not ask you for more than we need.
- We will keep your information safe and will store it securely.
- You can ask us if you want to see your information.
- All personal information you give us is confidential. We will only share your information if you tell us we can.

Sometimes we may have to share your information without your permission. We call this **limits to privacy.**

Making a complaint or giving feedback

We welcome feedback and comments. If you want to make a complaint or tell us what you think, you can:

- tell a YFS staff member or ask to speak to a manager
- ask someone else to contact YFS for you
- call our feedback line on **07 3826 1596** and leave a message
- provide feedback by filling out the form on our website: **yfs.org.au**

If you have a complaint, we will talk to you about it. We will record it, review it, and get back to you.

If you are not happy with how we deal with your complaint, you can contact the Chief Executive Officer of YFS.

If you are still not satisfied, you can contact the organisation or department that gives us funding for your service. You can get their details from our website or ask us.

You can also contact:

Office of the Information Commissioner Queensland
W: oic.qld.gov.au
P: 1800 642 753

Queensland Ombudsman
W: ombudsman.qld.gov.au
P: 1800 068 908

Queensland Human Rights Commission
W: qhrc.qld.gov.au
P: 1300 130 670

Limits to privacy

include:

- if we have to 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.

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To contact us

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

YFS Head Office
376 Kingston Road
Slacks Creek QLD 4127
PO Box 727 Woodridge QLD 4114
Monday - Friday 8.30am - 5.00pm

YFS acknowledges Aboriginal and Torres Strait Islander Peoples as Traditional Custodians of the lands we live and work on. We pay our respects to Elders past and present.

YFS is a proudly inclusive organisation and an ally of the LGBTQIA+ Sistergirl and Brotherboy community.

YFS Ltd. | ABN 58 239 250 649 | ACN 167 122 527