

Statement of Rights and Responsibilities – Youth Services

Purpose

The purpose of this document is to inform young people of their rights and responsibilities when they are receiving youth services delivered by CTC, so they can be confident in exercising those rights and fulfilling their responsibilities.

Objective

The objective of this procedure is to communicate mutual expectations at the time that the young person becomes a client of CTC's youth services.

Scope

This Procedure applies to prospective, current and former clients of all youth services delivered by CTC, the staff engaged by CTC to deliver those services, and the company itself.

Background

CTC plans and delivers youth services that ensure the individual's human rights are respected and that they are included in decisions and provided with choice about the services they receive. The desired outcome of youth services delivered by CTC is that the safety, wellbeing and independence of young people is enhanced so they can maximize their potential to achieve a successful adult life.

The need to promote respect for the rights of clients of CTC's youth services arises from the nature of the relationship developed with Youth Mentors and others who provide them with support. Young people can come to rely significantly on the services delivered by CTC youth services to improve their quality of life. The nature of this relationship imposes both legal and ethical obligations on service providers and requires that services are responsive to the best interests and changing needs of each individual client.

CTC Youth Services clients' rights include:

- The right to respect for their individual human worth and dignity
- The right to be treated with courtesy and respect
- The right to be assessed for services without discrimination
- The right to be informed and consulted about available services and other relevant matters
- The right to be at the centre of decisions made about their future and the nature of services provided
- The right to choose from available alternatives
- The right to pursue any complaint about service provision without retribution
- The right to involve an advocate of their choice at any stage of service delivery
- The right to receive good quality services in a friendly, professional manner
- The right to privacy and confidentiality, and access to all personal information kept about the client
- The right to determine who else might access, or be provided with, personal information

CTC Youth Services clients' responsibilities include:

- To respect the human worth and dignity of CTC staff, clients and others they meet in the course of services being provided by CTC
- To treat other clients, staff of CTC, and staff at other support agencies with courtesy and respect

- To accept the outcomes/consequences of decisions they make
- To engage meaningfully with CTC staff whilst they are providing support services
- To contribute to a safe work environment for everyone involved, including CTC staff and other clients.

CTC responsibilities to clients of youth services:

- To enhance and respect the dignity of the client
- To ensure that the client's access to a service is determined by the Program Guidelines in the first instance, and then on the basis of need and the capacity of the service to meet that need.
- To inform clients about options for support
- To inform clients of their rights and responsibilities in relation to CTC Transitions services
- To involve the client in the assessment of their needs and the development of any service delivery plan
- To negotiate with the client before a change is made to the service being provided.
- To be responsive to the diverse social, cultural and physical experiences and needs of clients
- To inform the client about the services to be delivered
- To inform the client of the standards to expect in relation to the services they may receive
- To respect the privacy and confidentiality of the client
- To allow the client access to their personal information held by the provider
- To deliver services to the client in a safe manner
- To deal with a client's complaint/s fairly and promptly and without retribution
- To mediate and attempt to negotiate a solution if conflict arises in the provision of a service
- To accept the client's choice and involvement of an advocate to represent the client's interests
- To take into account the client's views when planning, managing and evaluating service provision.

Issues, concerns and client feedback

Clients wishing to provide feedback about their 'customer service experience' may do so using CTC's Customer Feedback Form (F-0806) as per CTC's Customer Feedback Policy (PO-010).

Complaints

Formal complaints should be submitted as per CTC's Complaints Policy (PO-044) and Complaints Procedure (PR-029), using the Complaints Form (F-0001).

Client Evaluation

At the conclusion of Youth Services, clients will be formally exited from the service and asked to complete a short evaluation form. The aim of the feedback on the form is to help us to identify the things we are doing well and areas where we can improve. An example of the client evaluation form is the YHARS Client Evaluation Form (F-2634).

All the above policies, procedures and forms are available on our webpage: <http://www.ctcqld.com.au/about-us/policies/>