

Statement of Consumer Rights

This statement sets out the rights of consumers/clients/young people of ICYS Ipswich Community Youth Service Inc. and outlines a commitment to support these rights. This includes making available to consumers/clients/young people a clear and effective grievance procedure and an opportunity to provide feedback.

As a consumer/client of ICYS you have the following rights:

To be treated fairly and as an individual

You can expect:

- to have fair and equitable access to services regardless of age, race, gender, culture, economic or religious background, sexual preference, disability, mental health issue or individual difference (except where it may be a condition of service entry e.g. program age requirement of 11 – 18 years old)
- to be treated with respect, dignity and sensitivity
- to be listened to and responded to appropriately in regards to your needs
- to receive personalised service based on your needs, views and experiences
- staff to actively encourage and support your participation in decisions which will affect your life.

To confidentiality

You can expect:

- information about you will not be provided to anyone outside ICYS without your permission, except where it is believed that you or another person is at risk of harm, you are a danger to yourself or others or if required by law
- your files and personal information will be kept secure
- to be given access to your personal information upon request
- staff to provide you with both written and verbal explanation of ICYS' privacy and confidentiality procedures.

To information and an advocate

You can expect:

- to be provided with relevant, up-to-date and easy to understand information to assist you to act on your decisions
- to be supported by staff that can advocate for your rights at your request or offer assistance to support you to advocate on your behalf
- to be allowed access to personal, cultural and linguistic support persons of your choosing if required at any stage during service delivery
- to be referred to an appropriate alternative service if ICYS cannot meet your specific needs.

To withdraw from service provision

You can:

- choose to withdraw from service delivery without penalty and have the option to resume receiving support from ICYS if required.

To appeal

You can:

- discuss any decision or action made by a worker on your behalf or with you
- discuss with the relevant worker, and/or their coordinator, any feedback about the service you have received at any time
- make a complaint regarding the service you have received.

Grievance/complaints handling procedure

As a consumer/client of ICYS, you can provide verbal or written feedback at any time. If you wish to make a complaint this can also be done verbally or in writing at any stage of your service delivery. ICYS has policies and procedures in place to ensure all complaints are handled in a sensitive, fair and timely manner.

What to do if you have a complaint:

- directly contact the worker concerned who will try to resolve your issue
- if you feel the issue is not adequately resolved by this worker, or if you are not happy to discuss the issue with the worker, you can contact the ICYS Service Manager
- if you feel that the issue is still not satisfactorily resolved with the ICYS Service Manager, you can raise the issue with the ICYS Management Committee through 'The Secretary'
- if you are still not satisfied, you can speak to the funding body about your complaint.

Contact details

ICYS Service Manager:

The Service Manager
ICYS Ipswich Community Youth
Service Inc.
PO Box 1034
IPSWICH QLD 4305
manager@icys.org.au
Phone: 3812 1050

ICYS Management Committee:

The Secretary
ICYS Ipswich Community Youth
Service Inc.
PO Box 1034
IPSWICH QLD 4305

Funding Body:

ICYS receives funding from several different streams, please contact the Service Manager or refer to our website for details on the funding body relevant to your service delivery.