



## **RIGHTS AND RESPONSIBILITIES**

**At Inala Youth Service you can expect workers to:**

- Listen and believe what you have to say
- Explain decisions affecting you
- Explain things you need to know and do
- Be on time for appointments
- Value you as an individual
- Be considerate and understanding of our diversity (age, gender, sexuality, culture, religion)
- Acknowledge that there are other people in your life that may need to be included in this process
- Keep your information confidential
- Work as a team to reach your goals

**In turn, we expect you will:**

- Be honest about what your situation is and what you need
- Let the worker know if you don't understand anything we talk about
- Give me feedback on how to improve my service to you
- Be on time for our appointments
- Treat me with respect
- Be considerate and understanding of our diversity (age, gender, sexuality, language, culture, religion)
- Be open to the possibility of other people being included in this process

### **Complaints Process**

If you have a dispute or an issue relating to anyone or anything with this service, please discuss this with us.

If you feel the complaint has not been resolved you can approach the Program Manager of the Program you are working with.

If you are still unsatisfied after talking to the Program Manager, you can approach the Chief Executive Officer (CEO) of Inala Youth Service - John Rigsby-Jones on 3372 2655 or meet him at 12 Sittella St, Inala.

Should you feel the issue is still unresolved after speaking to the CEO, you can approach the Management Committee by writing to them at PO Box 141 Inala QLD 4077, marking your letter 'Private and Confidential'.

If you feel that the matter is still unresolved, please make a complaint through the website:  
[www.complaints.gov.org.au](http://www.complaints.gov.org.au)