

Youth Solutions – Consumer and Community Engagement

1 Policy statement

This policy outlines the rights and responsibilities of Youth Solutions' service users and stakeholders.

2 Purpose, scope and outcomes

Youth Solutions values the opinions and needs of service users and stakeholders. The purpose of this policy is to define clear outcomes for Youth Solutions, service users and stakeholders. These outcomes include:

- a thorough understanding of the expectations of service users and stakeholders
- clearly defined processes should the rights or responsibilities of service users or stakeholders be breached
- clearly defined ethical boundaries

3 Definitions

Please refer to the [Policy and Procedure Definitions](#) document, section 8.1 Consumer and Community Engagement, for all definitions.

4 Principles

Policies and procedures are informed by Youth Solutions' guiding principles and organisational plans.

5 Policy detail, action and procedures

Youth Solutions believes in working within an environment that is transparent and accessible to stakeholders and service users. This can be achieved by outlining a set of guidelines for staff, stakeholders and service users to follow when engaging with the service.

Stakeholders and service users have the right to:

- complain or express their concerns about the service without fear of losing the service or suffering any other recriminations
- have their complaints dealt with fairly and promptly
- be represented by an advocate of their choice
- be informed about what services are available
- be assessed to receive services without discrimination
- choose what service(s) they will receive. This includes choosing not to engage with the service
- privacy and confidentiality
- view any information about them, held by the service

It is acknowledged that at times issues may arise between Youth Solutions, stakeholders and service users. In these instances Youth Solutions has the right to disengage from stakeholders or service users. Some instances include but are not limited to:

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- continually rude or abusive behaviour
- physical threats or on-going intimidating behaviour
- any sexualised comments

In the event that disengagement between Youth Solutions and the stakeholder/service user occurs, Youth Solutions will deal with this in an ethical and confidential manner. In the event that a crime has occurred, Youth Solutions will contact appropriate parties (police, teachers, parents/careers, youth workers).

Youth Solutions remain transparent about consumer complaints and has processes in place to allow both service users and stakeholders to lodge complaints and concerns in a fair and ethical manner. Please see Policy – Consumer Feedback & Complaints Handling and Procedure – Consumer Feedback & Complaints Handling for further detail.

Youth Solutions plans, manages, delivers and promotes its services in a way that is welcoming and accessible to all members of the community. Where possible, the delivery of services takes into consideration the linguistic, religious, racial, and ethnic backgrounds of those individuals of the four local government areas of Campbelltown, Wollondilly, Camden and Wingecarribee.

6 Delegations and responsibilities

Position	Delegation or task
Board	<ul style="list-style-type: none"> • Endorse the policy • Ensure compliance with relevant legislation • Comply with the policy • Delegate policy implementation and procedural development to management
Management	<p>CEO</p> <ul style="list-style-type: none"> • Comply with policy • Endorse associated procedures • Oversee the development and review of the policy and procedures • Manage implementation of the policy and associated procedures
Staff	<p>RSDC</p> <ul style="list-style-type: none"> • Comply with the policy • Develop and review the procedure <p>ALL</p> <ul style="list-style-type: none"> • Comply with the procedure • Support continuous quality improvement initiatives relating to the procedure • Provide advice and expertise (relative to role) in reviewing the procedure

7 Policy implementation

This policy is developed in consultation with all employees, and is approved by the Board. All employees are responsible for understanding and adhering to this policy.

8 Risk management

Policies and procedures is a standing agenda item for Youth Solutions staff meetings to discuss any relevant issues.

This Policy is reviewed in the event of an Injury and Incident Report being lodged. Any suggested changes in Policy and Procedure through this report are filtered back to the policy review.

9 Breaches

There are various penalties for breaching Policy Directives. Staff who do not adhere to this policy will be counselled, if continued breaches occur employment may be terminated.

10 References to other relevant internal sources

- Policy – Consumer Feedback & Complaints Handling
- Policy – Privacy and Confidentiality
- Procedure – Consumer Feedback & Complaints Handling
- Document – Rights and Responsibilities of Consumers Poster
- Document – Accessing Interpreters Poster
- Form – Injury and Incident Report

11 References to external sources

- Disability Discrimination Act 1992,
- Human Rights and Equal Opportunity Commission Act 1986,
- Industrial Relations Act 1988,
- Racial Discrimination Act 1975,
- Sex Discrimination Act 1984 and
- NSW Anti-Discrimination 1977 Act, including “Carers Responsibilities” Amendment March 2001.

12 Quality and accreditation standards

12.1 Australian Service Excellence Standards (ASES)

Provided by Quality Innovation Performance (QIP)

Standard C.8.1 – Consumer and Community Engagement

Client and community feedback

- Youth Solutions collects and uses feedback from its service users and community members when planning, implementing and evaluating services and activities

Client rights

- Youth Solutions protects the rights of clients and ensures that clients are aware of what to expect from the service and of their own rights and responsibilities

Decision making and choice

- Youth Solutions enables service users to make effective decisions about all elements of the services available for and provided to them

Individual service planning and coordination

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- Youth Solutions monitors client outcomes and reviews service plans in line with client needs

Service intake or entry

- Youth Solutions sets the criteria for eligibility for service, provides information to people requiring assistance, assesses requests for service and provides referrals to other services when unable to meet a request for service

Document control

Please note this document is uncontrolled when printed.

<i>Policy</i>	Rights and Responsibilities	<i>Effective date</i>	August 2011
<i>Responsibility</i>	CEO or designate	<i>Approved by</i>	The Board
		<i>Review date</i>	Refer to register

Record of policy review

<i>Date of Review</i>	<i>Reason for Review</i>	<i>Reviewed by</i>	<i>Additional Comments</i>
	New policy	Linda Goldspink-Lord	
2009	Self-assessment	Debbie Roberts	
2011	Preparation for external review	Debbie Roberts	
2013	As part of review cycle	Geraldine Dean	
2015	As part of review cycle	Karen Yuen	
2018	Due for review	Emily Deans	
March 2020	Due for review	RSDC	<u>Policy – Consumer Feedback & Complain Handling + Procedure – Consumer Feedback & Complain Handling</u> added to internal sources and referred to throughout policy.