

Rights and Responsibilities

Welcome to **Cornerstone Youth Services!**

Cornerstone is a service for young people aged 12-25 years of age.

We provide a range of programs to support young people. Some of these programs are about mental health, physical health and substance use. Our staff are happy to see you for any reason and will link you into supports and services available at Cornerstone and in the community.

Your Rights

1. To be treated with respect and dignity.
2. To be able to tell the staff how you feel.
3. To receive services that are free from discrimination.
4. To know that you can make a complaint and how to do this.
5. To be provided with information and options.
6. To make your own decisions about the support you receive.
7. To access your file and information that is recorded about you.
8. To have your privacy respected within legal boundaries.

Your Responsibilities

1. To be respectful of others, including staff, volunteers, and other clients.
2. To be respectful of Cornerstone's property.
3. To provide accurate information about yourself in order to receive the best service possible.

4. To respect the privacy of others who access Cornerstone services.
5. To respect the rights of others to feel safe.
6. To respect the cultural background of others.
7. To attend your appointments or notify prior to the appointment if you need to cancel or re-schedule.
8. To let us know if you are not happy with anything about any of our services.
9. To not record audio or visual information without our express permission.

Our Responsibilities

1. To treat everyone with respect and dignity.
2. To inform you about your options for support.
3. To involve you in making decisions about the support that you receive.
4. To respect your privacy and confidentiality within legal boundaries.
5. To allow you to access your personal information.
6. To deliver high quality services in a safe manner.
7. To deal with all complaints fairly and promptly and without retribution.
8. To consider your views when planning, managing and evaluating the services.

Your Feedback

We want you to feel satisfied with every aspect of the service you receive from Cornerstone Youth Services. We welcome your feedback as it helps us to evaluate the services we offer and make improvements where necessary. Let us know what has worked well for you and what things might make it better.

How to make a complaint

If you are not happy with any part of our services you can make a complaint. Your complaint will be treated seriously, respectfully and confidentially.

You can make a complaint yourself or through a friend or support person. You can give us the complaint in writing, or you can speak to any of our staff to let them know you would like to make a complaint. Your complaint will go to the manager who will contact you within 48 hours. They will work with you to try and resolve the matter.

If you feel unhappy with the result or how the complaint was handled you can ask to speak to the Chief Executive Officer (CEO). Your complaint may be referred to someone outside of Cornerstone (for example the Anti-Discrimination Commission, the Ombudsman or other legal process).

If the complaint involves a criminal offence, it will be referred to the CEO who will refer it to the police.

Any other questions?

Please speak to one of our staff if you have any questions about what happens while you are a client with any of the Cornerstone services.

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