

Northern Area Community & Youth Service (NACYS)

What can you expect from us?

Your worker, will be someone you feel comfortable with, that you can talk to, who answers your questions honestly, respects your opinion and is non judgemental.

You can expect your worker to:

- Provide you with information and support.
- Provide you with information that is correct and in a language you can understand.
- Encourage you to be actively involved in our programs.
- Provide links with other services and agencies.
- Provide options and strategies.

Do I have to tell You Everything?

No. You tell us what you feel comfortable with and wish to share with us. You do not have to answer questions if you do not understand something or feel uncomfortable in disclosing something. The information you tell us should come from you freely and willingly and will be treated confidentially. We respect if you no longer wish to answer questions or want to stop the session.

What will happen with the information we discuss?

The information you discuss with your worker will be recorded in your file which is kept secure at NACYS. No information will leave the NACYS team unless you have signed a consent form.

The exceptions to this are;

- That we are legally required to inform Families SA if a young person is suspected of being abused. (Under 18 years of age).
- The Police if you have been reported as missing.
- The Police if you inform us that you have been involved in a major crime.
- Your parents, guardians and other support services if the worker believes you are at risk of harm.

Can I see this information?

Yes. All the information is available to you under the Freedom of Information Act. Please speak to your worker about seeing your file.

Does anyone else see this information?

No. The worker may need to discuss your case with a supervisor but all NACYS staff are bound by confidentiality.

Do my parents have to know I come here?

If you're under 15 years we like to gain parental consent before seeing you. If you are over this age your confidentiality is assured.

Do these rules apply if I attend a group at NACYS?

Yes. The same rules apply whether you are involved in groups or in individual or family counselling.

What do you expect from me?

We want you to be on time to attend your appointment. Have respect for the workers involved with you, remember that they are here to help you. If in a group, respect the opinions and values of the other group members and the group "norms". To be emotional or angry is OK but not to act on angry or aggressive impulses.

What if I am not happy with the service?

You may stop coming to the service at any time without needing to make any excuses. Just tell the worker you do not want to attend any more.

What if I have a complaint about the service?

We value your opinion and feelings and respect your rights to let us know if you are dissatisfied with our service.

- Firstly speak with your worker about your feelings and let them know what you find unsatisfactory.
- If you're not comfortable about this, ask to speak with the team leader.
- The next step if you are not happy is to speak or write to the CEO of NACYS.
- The Ombudsman
- Legal Action through your lawyer or through the Legal Services Commission.

Your complaint will be treated seriously and immediately. The person you speak to will take some information and speak with the staff members involved. You will be informed about the outcome.

If you have any other concerns or questions, please see your worker or telephone NACYS at the number listed on the front.

Information for Parents and Caregivers of young people coming to NACYS

The support that parents and caregivers provide to young people is extremely important. We know that you are concerned about their health and wellbeing.

Under the Privacy Act and Regulations we are bound to observe the confidentiality and privacy of all our clients. This means we cannot give you any of the following information without the young person's consent;

- If they are coming to the service
- If they are presently here
- Why they are coming here
- Any other information

We will endeavour to obtain parental consent for young people under 15 years of age.

Northern Area Community & Youth Services Inc.
NACYS

Information for Young People

Using our Services



NACYS
Oldford Road
Davoren Park 5113

Ph: 8252 2474