



# position statement

## consumer rights

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<b>Applies to</b>	All <b>yourtown</b>		

## introduction

**yourtown** is committed to providing safe and innovative quality programs and services that help children, young people, adults at risk, and their families to realise that they can tackle whatever life throws at them.

We commit to upholding the rights of individuals and understand that to achieve this we must actively listen to them. This position takes into consideration our responses to supporters, individual service users of **yourtown** and members of the community.

## **yourtown**'s position

We will:

- uphold the rights of individuals
- encourage participation, and self-advocacy in decision making about matters that affect individual service users
- respect individuality, cultural differences, and diversity
- respect individual choice to decline our help or services
- be responsive to the needs of individuals, families, groups and communities who use or interact with **yourtown** as supporters, individual service users and members of the community
- always take reasonable steps to make our services safe, and ensure individuals using our services are free from harm, neglect, abuse and violence
- comply with all legal and contractual requirements
- ensure that our services are easy to access within the bounds of program requirements and feasibility
- treat each person using our services equitably and believe in their unique strengths, tenacity and self-determination
- measure and evaluate our services to inform continuous improvement
- seek feedback openly and act upon it where appropriate
- ensure that there is no wrong door for anyone to make a complaint or disclose any form of harm or risk of harm
- safeguard individuals' privacy and confidentiality, and
- act in a professional manner.

We will do everything we can to help and in return we ask for:

- respect be given to **yourtown** team members and other individuals connected with **yourtown** (e.g., third-party providers)
- care to be given to the safety of self and other individuals connected with **yourtown**, and
- engagement by individual service users with their **yourtown** team member (e.g., to develop and work towards achieving goals and objectives to meet individual and community needs).

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There may be times when **yourtown** is not able to provide services to individuals and this may happen when:

- individuals are not able or willing to comply with requirements for program participation
- the program/service is full, or we are no longer able to offer the program/service, and
- accessing the program/service will render a service user or others unsafe.

**yourtown** commits to continuous improvement regarding our position on Consumer Rights through a process of monitoring updates to industry standards, legislation and management review.

## document review details

Review Details	Review Date	Revision
Revised to align with SiPPP and updated <b>yourtown</b> branding and language.	15/12/2022	1