

# Consumer Rights

## Position Statement

### Introduction

yourtown is committed to providing innovative quality programs and services that support young people and their families, especially those who are marginalised and without voice.

We commit to upholding the rights of individuals within the organisation's priority of delivering outstanding services. 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 our mission, values, policies and procedures
- Uphold the rights of individuals as a person-centred organisation
- Encourage participation in decision making about matters that affect individual service users
- Respect individuality, cultural difference 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 of yourtown and members of the community
- Always take reasonable steps to make our services safe, and that individuals using our services are free from harm, neglect, abuse and violence
- Comply with legal and contractual requirements
- Within the bounds of program requirements, ensure our services are easy to access
- Treat each person using our services equitably
- Measure and evaluate our services to inform continuous improvement
- Seek feedback openly and act upon it
- Safeguard individuals' privacy
- Act in a professional manner.

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

- Respect be given to yourtown personnel and;
- Other individuals connected with yourtown
- Consideration for the safety of self and other individuals connected with yourtown
- Individual service users to engage with their yourtown worker e.g. to develop and work towards achieving goals and objectives to meet individual needs.

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 is full or we are no longer able to offer the service
- Accessing the service will render them 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.