

Your Rights and Responsibilities

for children and young people

About the service

GenWest will always try very hard to treat everyone well. We know that everyone is different, and we will make sure we include everyone in the way we work.

We know that people come from many different backgrounds, and we will always be respectful of that. If you want to find out more about what we do, or about your rights and responsibilities, visit genwest.org.au/rights-and-responsibilities.

Your rights

You have the right to:

- Be treated with respect
- Be safe and feel safe
- Respect for your culture. This means that GenWest will respect your choices, culture, sexuality, gender identity, religion and language preferences.
- Access an interpreter
- Tell someone - a worker/a manager - if you are unhappy about the way you are treated, or have any concerns, at GenWest
- Have any concern or issue dealt with, or acted upon, fairly and quickly

There are also special rights for children called The Convention on the Rights of the Child. Your worker can go through these rights with you if you want to know more about them.



Your responsibilities

Everybody has responsibilities.

We all have rights, and in turn, you have to remember to think about other people's rights as well as your own.

You have the responsibility to:

- Respect the rights of other children
- Respect the rights of parents or carers
- Respect the rights of workers here at GenWest
- Respect the culture of everyone else at GenWest. This means you have to be kind to other people, and respect their way of life

What happens to information about you

Sometimes we might need to share what you've said to us.

Sometimes we have to share information about you with other people. We will only do this if it will help you to be safe.

We will usually talk to you about it before we share any of your information.

The only time we will not ask you about this is when it is not safe to do so.

How to make a complaint

If you are not happy with the way you have been treated at GenWest, you can tell us that you would like to make a complaint.

It's OK to make a complaint when you are unhappy with something we have done, and you want us to fix it.

It's good for you to tell us that you have a complaint, because it helps us to get better at what we do. If you would like to make a complaint, follow the steps below:

Step one:

Talk to your worker about what's happened.

Step two:

If you don't want to talk to anyone in person, you can phone us instead. Our number is 1800 436 937. When you call, ask to speak to your worker or a manager and tell them about what has happened.

Step three:

You can also ask your parent or carer to talk to a manager at GenWest.

Step four:

If you and your parent or carer are not happy with how your complaint was resolved, your parent or carer can call the Department for Fairness Families and Housing on 1300 475 170.



If you need an interpreter, please call the Telephone Interpreter Service on 13 14 50.

