

Feedback

Your feedback is important to us and helps us to improve the quality of service provided to you and your community.

What if I have a complaint?

We believe you have the right to be heard if you are not happy with the way you have been treated by our service.

Your complaint will be treated with sensitivity, courtesy and respect.

How do I make a complaint?

First, we encourage you to talk to your worker about your concerns; you may find they are able to clear things up for you quickly and easily.

You can also submit your concerns in writing by completing the feedback form on our website: www.bcyf.org.au/contact-us/feedback

Or contact our Complaints Officer on (03) 5226 8951

Collective impact key players



Education
and Training

Schools



Philanthropic funders



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managed by Perpetual



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Mayor's Charitable Foundation



The Geelong Project
BCYF Youth Hub
109 Yarra Street, Geelong 3220
Ph: (03) 5226 8951

The Geelong Project

An Information Guide for Young People





The Geelong Project

The Geelong Project works with schools in the Geelong area to identify young people aged between 12 and 18 who may need extra support. Participants are identified through the use of the Australian Index of Adolescent Development survey or through the wellbeing staff at school.

The Geelong Project aims to support young people and their families to resolve any issues that may lead to leaving school or leaving home early.

What will The Geelong Project do?

Workers from The Geelong Project work with young people to assist with a range of issues they may be facing, such as:

- Conflict at home
- Challenges at school

Workers will help you identify and reach your goals by:

- Advocating for you at school or at home, or in the community
- Work together with you and your parents or other significant people in your life

The Geelong Project is based in schools a few days a week and we can provide outreach support to meet you in the community.

Client rights and responsibilities

BCYF is committed to ensuring that you are informed of your rights and responsibilities. We will provide you with support to help you exercise your rights and meet your responsibilities.

BCYF recognises, respects and actively responds to the diversity in our community, reflected by differing cultures, abilities and beliefs.

All clients of BCYF have the right:

- to a quality service
- to be treated with respect and dignity
- to receive services that are inclusive and without discrimination
- to have their privacy respected and protected
- to access their records
- to participate in the service they receive
- to give feedback, including complaints about the service they receive
- to an advocate if needed
- to be safe from abuse, neglect, violence and preventable injury

All clients of BCYF have a responsibility:

- to treat staff and others with respect and dignity
- to attend appointments on time

Confidentiality

If something is confidential, this means that it is private.

It is an agreement between you and your worker about how your information is kept private, how your information is managed, and, with your consent, how your information is shared with others for specific reasons.

Because The Geelong Project is a research and development project, we will ask for your consent to share some of your information so we can evaluate the project.

You will still receive support, even if you do not consent to your worker to share your information.

Confidentiality means that, unless you provide consent, everything you discuss with your worker will remain private except for three exceptions. Your worker has a duty of care that means it may be necessary to break confidentiality if:

- You are at risk of harming yourself or someone else
- You have committed an offence or are at risk of committing a criminal offence
- You are being threatened or harmed by someone else

