# Yoorana Clients' Rights and Responsibilities Statement

Yoorana Women's Domestic Violence Service is committed to supporting women, children, and young people to live safely and with dignity. We work in partnership with clients to support self-determination, informed choice, safety, cultural respect, and human rights.

This statement is informed by the **Human Services Quality Framework (HSQF), Queensland Child Safe Organisation Standards, the *Human Rights Act 2019 (QLD),* the *Privacy Act 1988 (Cth),* the *Child Protection Act 1999 (QLD*),** and relevant Australian and Queensland anti-discrimination legislation.

## Your Rights as a Client

**Safety**

You have the right to:

- Live without fear of violence, abuse, intimidation, or coercion
- Access services in environments that prioritise physical, emotional, cultural, and psychological safety
- Be supported to recognise, plan for, and respond to your own and your children's safety needs
- Receive services that are trauma-informed and DFV-sensitive

**Respect and Dignity**

You have the right to:

- Be treated with dignity, respect, and sensitivity at all times
- Be recognised as an individual with your own experiences, strengths, and needs
- Be listened to and have your views, culture, identity, and lived experience acknowledged
- Receive services that respect your values, beliefs, identity, and family relationships

**Access, Equity and Non-Discrimination**

You have the right to:

- Access services that are non-judgmental and non-discriminatory, regardless of:
    - Culture or language
    - Aboriginal or Torres Strait Islander identity
    - Age
    - Disability or health needs
    - Sexuality, gender identity or intersex status (LGBTIQ+)
    - Religion or spiritual beliefs
    - Socio-economic status or immigration status
- Have reasonable adjustments made to support access and participation
- Receive information that is accurate, timely, relevant, and easy to understand

**Self-Determination and Choice**

You have the right to:

- Be supported to make informed decisions about your life and your safety
- Choose the level of support you want, where possible
- Be involved in decisions that affect you and your children
- Have children and young people supported to participate in decisions appropriate to their age, maturity, and safety

**Confidentiality and Privacy**



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You have the right to:

- Have privacy and confidentiality explained to you in a clear and accessible way
- Have your personal information handled in accordance with privacy law
- Provide informed consent before your information is shared
- Confidentiality may be limited where required by law, including:
    - When information is subpoenaed by a court
    - Where there is a serious risk to your safety or the safety of children, staff, or others
    - Where there are concerns of child abuse or neglect
    - Where a serious criminal offence has occurred or is likely to occur

You also have the right to:

- Have your records stored securely
- Access your personal information in accordance with legislation
- Be informed that some records must be retained for a minimum period as required by law

**Accountability and Quality**

You have the right to:

- Receive services from skilled, trained, and supported workers
- Provide feedback, compliments, or complaints without fear of disadvantage
- Have concerns addressed fairly, promptly, and respectfully
- Access appeal and external review options if you are dissatisfied with an outcome

## Your Responsibilities as a Client

As a client of Yoorana, you are expected to:

- Inform staff of any specific needs, risks, or concerns that may affect your safety or support
- Treat staff, volunteers, other clients, and children with courtesy and respect
- Respect the privacy, confidentiality, and safety of other clients and staff
- Follow service guidelines and reasonable requests that support safety and wellbeing
- Take responsibility for your choices and actions, acknowledging their consequences
- Inform staff if you are unable to attend appointments
- Not disclose the location of the refuge or identifying details of other clients

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## Children and Young People's Rights

Children and young people are clients in their own right. They have the right to:

- Be safe from all forms of harm, abuse, neglect, bullying, and exploitation
- Be treated with dignity, respect, and care
- Be listened to and taken seriously
- Participate in decisions that affect them, in ways that are age-appropriate and safe
- Receive support that promotes physical, emotional, cultural, and social wellbeing
- Maintain their cultural identity, relationships, and connections
- Access education, health, counselling, and other supports based on their individual needs

## Universal Principle – Aboriginal and Torres Strait Islander Children

Yoorana recognises and upholds the right of Aboriginal and Torres Strait Islander children to cultural safety, including:

- The right to maintain connection to culture, family, kinship, and community
- The right to receive services that are culturally safe, respectful, and responsive
- The right to participate in decisions in ways that respect cultural protocols and identity

## Children and Young People's Responsibilities

Children and young people are encouraged and supported to:

- Treat staff and other residents with respect
- Follow agreed safety and house guidelines appropriate to their age
- Help care for shared spaces (e.g. tidying toys or personal items)
- Attend school or education programs where possible and appropriate
- These expectations are applied in a supportive, developmentally appropriate, and trauma-informed way.

## Our Commitment

Yoorana is committed to:

- Upholding human rights, child safety, cultural safety, and inclusion
- Supporting diversity, including LGBTIQ+ clients, people with disability, and culturally diverse communities
- Working in partnership with women, children, and young people to promote safety, healing, and empowerment

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