



Pregnancy, Parenting and
Family Services

School and Education
Support

Housing Assistance

Respectful
Relationships

Early Intervention

Your Rights and responsibilities

At TBYS, you have the right to:

- Be treated with respect
- Be provided with information about services available at TBYS
- Make informed choices and be involved in decision making
- Have your privacy respected, unless we need to share your information by law or there are safety concerns
- Have access to services and not be denied on the basis of your cultural background, gender, sexuality, pregnancy, religion, political affiliation, employment status or lifestyle choices
- Make a complaint without fear of losing access to services or being in trouble
- Involve an advocate
- Access an interpreter
- Withdraw from our services at any time without feeling like you can't come back
- Be treated fairly by our service

You have the responsibility to:

- Treat everyone with respect
- Follow safety rules and not put anyone at risk through your own actions
- Be conscious of the information you're providing and think about what you are sharing
- Respect the privacy and confidentiality of other people
- Be honest



We respect your right to make a complaint. If things are not going how you would like, talk to your Youth Worker or ask to speak to a Program Manager



All information collected
is treated confidentially.
We only collect
information that is
needed to help support
you

Your Privacy & Confidentiality are protected under the
Privacy & Data Protection Act 2014 (Vic), The Health Records Act 2012
and the
Child, Youth & Families Act 2005 (Vic)

Your privacy

We will:

- protect your privacy
- collect your personal information so that we can provide you with the right support
- respect that your information belongs to you & is confidential

We won't release your information unless:

- you give us permission
- EXCEPT if we believe, or you tell us, that you or someone else is at risk of harm

You can:

- Access the information on your record
- Give us your feedback or complaints
- Contact Consumer Affairs or the Ombudsman if you are not happy with our response

VICTORIAN ombudsman

1300 558 181



1800 806314

The Bridge Youth Service is a free, friendly and confidential service for young people aged 12 - 25.

We connect young people with the services, programs and people they need to achieve their goals.