

safeSPACE™
CONNECT



WHAT CAN I EXPECT FROM

CONNECT?

YOUR RIGHTS

Professional and Respectful Treatment

You have the right to be treated with professionalism, respect, and care.

Empowerment and Independence

We will help you make your own decisions, providing information and skills for independence.

Non-Discrimination

We will treat you fairly, without discrimination based on race, age, gender, sexuality, religion, disability, or other factors.

Safety

We will support you to feel safe.

Transparency

We will be open and honest with you.

YOUR PART

Honesty

Being open and honest as much as possible will allow us to support you better.

Respect

Treat staff, other clients, and property with respect.

Communication

Let us know what is important to you and when things change.

Safety

Inform staff of any safety concerns for yourself or others.

FEED-BACK

Choice

You can request to work with a different youth worker.

Feedback, Complaints and Compliments

We encourage you to give feedback by making complaints, giving suggestions or providing compliments. All feedback is treated seriously, professionally, and used to improve services.

Submission Methods

You can provide feedback to any worker via email, phone, survey, or online.

Program Manager

✉ sal.cleveray@wapcyc.com.au

Program Coordinator

✉ emily.roberts@wapcyc.com.au

wapcyc.com.au/complaints

PRIVACY AND INFORMATION HANDLING

Access to Information

You can request access to information about yourself at any time.

Secure Storage

Personal information is stored securely and accessed only by authorised staff.

Confidentiality

Your information is stored by WA PCYC and will only be shared externally with your permission or where required to keep you safe.

Anonymous Surveys

De-identified information can be collected via surveys to improve service quality.