

# YACSA member charter



## Introduction

The Youth Affairs Council of South Australia (YACSA) is the peak body representing young people and the sector that supports them.

YACSA and its staff and volunteers are committed to abiding by the principles set out in this Charter, to ensure that our work and representation is of a consistently high standard and founded on member satisfaction.

## Our commitment

YACSA and its staff and volunteers are committed to delivering timely and high quality work that is responsive to the needs of members and more broadly the youth sector and young people in South Australia. This charter was contributed to and endorsed by members and the board of management.

### Your rights

As a member of YACSA you have the right to:

#### *Respect*

be treated courteously, sensitively, openly and honestly.

#### *Information*

receive up to date, accurate and relevant information.

#### *Privacy & personal information*

your personal information held by YACSA to remain confidential, unless disclosure is required by law. You have a right to view any information about you held by YACSA with reasonable notice given.

#### *Participation*

participate in our activities or campaigns or refuse to receive or participate in YACSA work or activities.

#### *Communications*

access information in ways that best suit you and access information in your own language or access to an interpreter service if required.

#### *Feedback & complaints*

be able to easily access a range of mechanisms to provide feedback and complaints.



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Your responsibilities	As a valued member of YACSA, we ask that you do the following:
<i>Respect</i>	be respectful of others, including YACSA staff, volunteers, and other YACSA members.
<i>Information</i>	provide us with accurate, up to date information so we can provide you with the best possible representation, support and member experience.
<i>Privacy &amp; personal information</i>	maintain confidentiality of YACSA's operation, private information, policies, procedures, finances, management, members and work methods.
<i>Participation</i>	to actively participate as much as is practicable in the communications, campaigns and events of YACSA to ensure our work is representative, effective, appropriate and relevant.
<i>Accessibility</i>	tell us of any special requirements so we can best respond to your needs when participating in any YACSA events, campaigns or activities.
<i>Feedback &amp; complaints</i>	tell us how we are performing by providing feedback.

### How to provide feedback

You can find YACSA's complaints policy and procedure on our website at [www.yacsa.com.au](http://www.yacsa.com.au), or you can also send us an email to [yacsa@yacsa.com.au](mailto:yacsa@yacsa.com.au), call to speak to one of the team on (08) 8211 7546 or write to us at Youth Affairs Council of South Australia, GPO Box 2117, ADELAIDE, SA 5001.

If you are not satisfied with the response from YACSA you can contact either the Equal Opportunity Commission on (08) 8207 1977 and/or Ombudsman SA on (08) 8226 8699.



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Youth Affairs Council of SA