

# As valued people involved with BC(SA) Adventure Services you have Rights & Responsibilities:

## Your Rights

### Privacy and Confidentiality

Personal information about you is confidential, so it will not be given to other persons without your consent.

Confidentiality will be waived when matters of serious or criminal nature arise; in these circumstances staff are legally obliged to report these matters.

Information collected about you is used for statistical & administration purposes, and safe delivery of programs and effective support services for you. Disclosure of information to services will only occur with your approval - see the Induction Form completed by all Adventure services participants.

### Respect and Non Discrimination

You have a right to be respected no matter what your gender, sexual preference, race, religion, political belief, socio-economic, health and disability status.

### Safety

You have a right to a feel safe here at all times; BC(SA) Adventure Services has developed and implements guidelines to ensure that you do. If you are being sexually harassed or abused verbally or in any other way, this is unacceptable. You can make a complaint (see below) and/or talk to someone at the Equal Opportunity Commission:

[http://www.eoc.sa.gov.au/site/home/contact\\_us.jsp](http://www.eoc.sa.gov.au/site/home/contact_us.jsp)

### How to make a complaint or raise an issue of concern

BC(SA) Adventure Services is proud of the excellent service we provide to young people. However if you have a concern or complaint you can;

- Talk directly to a staff person or Manager
- Write down the issue(s) and post or hand deliver the document to BC(SA) Adventure Services, PO Box 185, Mylor, SA, 5153.
- Contact the Chief Executive Director of BC(SA) Inc. - Phone: (08) 8333 6444

You can make this complaint anonymously or if you want to hear the outcome you will need to attach a contact name

## Responsibilities

### Health

You are responsible to provide us with information that helps us to maintain your well-being and that of those around you. Please fill out the Program Induction Form as best as you can so we can be informed of your medical condition, current medication, allergies or any other health issue(s). Please ask someone you trust to help you fill out the form if you need to.

### Special Needs

People who have special requirements accessing our service should advise our staff. Where necessary, interpreters can also be arranged.

## **Being involved on BCS Adventure Services programs is about having fun and getting active.**

### **Some key things you can do make this happen really well;**

No drugs and no alcohol are to be taken on programs

Respect yourself, each other, the environment and our equipment

Participation is by choice - we encourage you to take part in the activities to the best of your ability but will not 'force' you to do something that is out of your comfort zone

Please listen to leaders for both safety and fun!

We encourage you to be responsible for your actions so that you and others can get the most out of the day

Do your bit to be part of the group by encouraging and helping out where you can

Enjoy yourself!

### **What you need to know about the program;**

#### **Activities will be adventurous so for your safety;**

Staff will provide you with quality adventure gear

Tell leaders if you are concerned about your health before and/or whilst participating on activities

It is important that you stay with the group at all times. If you need to leave please talk to a leader first. If you become lost stay where you are and call out/use a whistle - we will look for you.

Leaders will support you if there are any problems or concerns.

#### **So that we can respect the great wilderness places we visit please do your bit by doing the following;**

Care for the environment by only leaving your footprints

If you have to use bush toilets bury waste 100m away from public places and water sources

Put cigarette butts in the bin or organise a butt tin for the group

#### **Providing quality service to you**

BC(SA) Adventure Services will promote your right to choose from the range of services on offer and how you participate in the range of program activities.

Skilled staff will provide you with high standard of service

We will provide you with prompt and attentive service. If we can't meet your needs we can (if you choose) refer you to an organisation that may be able to.

Your ideas are important to us - let us know if you have suggestions

