

the centre for multicultural youth



Our Role

CMY aims to ensure that young people from refugee and migrant backgrounds have every opportunity to succeed in Australian society.

Our Principles

Human Rights | Diversity | Participation

What you can expect from us

A response that acknowledges and respects any needs you identify

A response that is respectful of your culture, religion and language and that is open to learning from you

Honesty and integrity from the staff

A friendly service where you can get support

A prompt response within two working days of you contacting the service

Accurate and useful information given to you in a timely manner

Recognition of your strengths and resourcefulness

Respect for the decisions you make

You have the right to

Participate in decisions about the service we provide to you and to be given choices where possible

Be treated fairly, and with courtesy and respect

Provide feedback on our quality of service

Have your privacy and confidentiality protected as prescribed by law (this means you have the right to know why your personal information is being collected and how it will be used and to ask for access to your records)

In turn, we ask that you

Help us to understand your needs so that we can give you the best possible service

Give us feedback

Treat us courteously and respectfully



Feedback

We would like your feedback, both positive and negative. If you wish to make a suggestion about how to improve our service, or tell us what we are doing well, you can:

- Speak to a staff member or manager in person
- By phone (03) 9340 3700
- Or by email (info@cmy.net.au)

We will respond promptly and take all complaints seriously.

Or, you can contact the Victorian Equal Opportunity and Human Rights Commission:

- Phone (03) 9281 7100
- TTY (03) 9281 7110
- email complaints@veohrc.vic.gov.au

If you have a complaint about breaches of confidentiality or privacy you can also contact:

- The Office of the Victorian Privacy Commissioner
GPO 5057, Melbourne VIC 3001
- 1300 666 444
- www.privacy.vic.gov.au

If you need an interpreter you can telephone TIS on 131 450