

# Client Service Charter



## About Youturn

### Our Mission

We support young people in their times of need to live a healthy and meaningful life.

### Our Vision

Trusted to create safe, inclusive, and supportive communities.

## Services available to you:

**Child Safety:** Providing children and young people with safe and caring environments

**Homelessness:** Providing sustainable housing for young people in our communities

**Mental Health:** Supporting young people to manage their mental health in the future

## We are committed to:

- providing professional supports and services in a safe and competent manner with care, skill, and respect for the right of privacy and confidentiality;
- maintaining appropriate and professional relationships with our clients, colleagues, and key stakeholders;
- fostering a culture of honesty, integrity, fairness, and accountability; and
- taking all practical measures to ensure that not only our workplace, but also the behaviour of our Youturn team is safe and without risk to those seeking our support.

## You have the right to be:

- treated with dignity, courtesy and respect;
- informed about what services are available;
- represented by a support person / advocate of your choice;
- free from physical, sexual, emotional, and verbal abuse; and
- free from discrimination of all kinds.

## Our Values

- Listen to understand
- Individualised support
- Safe spaces
- Trusting relationships
- Embracing diversity
- Non-judgemental



## You will be supported to:

- access a safe and healthy environment within our services;
- participate in any decision-making processes about your life and make your own choices;
- access any information about yourself, held by Youturn;
- receive translation and interpreting assistance to communicate with us;
- provide feedback and complaints about the service without fear of losing the service or being disadvantaged in any way;
- have a complaint dealt with fairly and promptly; and
- appeal decisions made about your service provision and have a fair and prompt appeal.

## You are responsible for:

- treating staff and others who seek support from Youturn with courtesy and respect;
- acting in a manner respecting the safety of others and yourself;
- actively participating in the services and support offered to you; and
- taking responsibility for the results of any decisions you make.



**YOUTURN**  
youth support

[YOUTURN.ORG.AU](http://YOUTURN.ORG.AU)   

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Accountable Chief Executive Officer

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