

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, inclusiveness, 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.



YOU↑TURN
youth support

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Accountable Chief Executive Officer

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