

# CLIENT SERVICE CHARTER

## About Youturn

### Our Mission

We support young and vulnerable 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 vulnerable people in our communities, including access to financial counselling.

Mental Health: Supporting young people to manage their mental health.

Suicide Prevention: Supporting people and communities impacted by suicide.

### We are committed to:

- Providing professional support and services in a safe and competent manner with care, skill, and respect for the right to privacy and confidentiality.
- Maintaining appropriate and professional relationships with our clients, colleagues, and stakeholders.
- Fostering a culture of honesty, integrity, fairness, inclusiveness, and accountability.
- 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.
- Free from discrimination of all kinds.

### Our Values

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



### You will be supported to:

- Access a safe and healthy environment with 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.
- 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 that respects the safety of others and yourself.
- Actively participating in the services and support offered to you.
- Taking responsibility for the results of any decisions you make.



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