



# Client Service Charter

## Our Vision

“Sustainable wellbeing through quality support”

## Our Purpose Statement

We provide safe and secure housing and responsive, flexible, quality support for young people. We do this by adhering to social justice principles, in particular, integrity, honesty, client participation, access, and equity. We are also committed to maintaining collaborative partnerships and a growing sustainable organisation.

## Our YHP Statement of Values

YHP works proactively assisting young people facing complex barriers in their lives including systemic inequities, discrimination, disadvantage, and marginalisation. YHP's statement of values underpins and guides our practice; service delivery; individual and organisational behaviour.

Our values are:

- Accountability
- Self determination
- Celebrating Diversity
- Fairness and equity
- Working Collaboratively
- Embracing Change

## Our Aim

The Youth Housing Project's Client Service Charter provides an outline of the level of service individuals can expect when accessing Youth Housing Project's services.

## **What you can expect from us:**

### **Quality responsive services**

We will attend to you as quickly as we are able, wherever possible. This means that:

- We will answer the phone promptly.
- If the person you talk too cannot answer your enquiry, they will put you in touch with someone who can give you an appropriate response.
- We will respond to all your letters and emails.
- If you lodge a complaint, we will work with you to understand and address your concerns. Please see the contact details below should you wish to lodge a complaint.

### **Courtesy and respect**

We will treat you with courtesy and respect.

### **Fair and equal services**

Our staff members are aware of the cultural diversity of our communities. We will provide services in a fair and equitable way.

Because we want everyone to be treated fairly, we will ensure we have premises and facilities that you can access easily.

### **Accountability**

You will receive up-to-date and accurate information. Whenever possible, our staff will explain the decision-making processes as they impact on you. If we cannot assist you, we will do our best to refer you to someone who can.

### **Confidentiality**

We will treat your personal and confidential information with sensitivity. We will collect, store, and use your personal and confidential information responsibly. Please note that in some circumstances, we may be required to release your information without your consent.

## **How you can assist us?**

### **Tell us your needs.**

Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff and participating in the consultation activities we conduct. We will listen to you.

### **Tell us if things change for you.**

Please tell us if there are changes, we should know about, for example, changes to your contact details.

### **Tell us how we are doing.**

If something happens that you like or do not like about our service, please let us know. We want to ensure your issues are heard. You can tell us in a way that suits you:

Talk to a staff member or manager.

**Call us on 3256 0241** (9 am – 5 pm, Monday to Friday).

Contact us online at [manager@yhp.org.au](mailto:manager@yhp.org.au)

**Or tell us on [yoursay@yhp.org.au](mailto:yoursay@yhp.org.au)**

Write to us at: -

Youth Housing Project, P.O. Box 1111, Lutwyche, 4030