



# Client Service Charter

## Vision:

Inala Youth Service aims to provide preventative and early intervention strategies whilst meeting the immediate needs of young people, their families and the community using a social justice framework.

Inala Youth Service is a not-for-profit, community incorporated association managed by a volunteer Management Committee elected annually by the membership of the organisation.

## Our objectives:

- ◇ To contribute to the alleviation of poverty amongst disadvantaged young people and their families.
- ◇ Promotion of the well-being of disadvantaged and vulnerable youth.
- ◇ Carry out the promotion, establishment, support and assistance of social welfare programs, projects and activities.
- ◇ To assist in the direct relief of poverty and homelessness, unemployment and educational options.
- ◇ Provide young people with participation, development and engagement opportunities that are meaningful and that seek to build on their identified strengths.

## Who we assist:

Our service responds to the needs, safety and well-being of young people, their families and their community and other community groups through a diverse range of service, programs, projects and initiatives.

## What we do:

- provide supported accommodation assistance
- provide individual advocacy for vulnerable young people (including from culturally and linguistically diverse background to ensure that their needs are met)
- support, education and activity groups
- family and school engagement
- address homelessness issues
- youth justice system participants
- help with family problems/mediation
- advocacy
- employment and training assistance
- accommodation
- life skills/ group work
- individual and family counselling
- advocacy and assistance with Centrelink
- referrals for other services and networks
- health issues and parenting programs
- advice on accommodation and housing options and referrals for housing
- legal information
- budget assistance
- camps and other activities
- social, cultural and personal development
- community engagement and development

## Your rights:

### We will:

- ◇ Act honestly, ethically and with professionalism at all times
- ◇ Respect your privacy and the confidentiality of the information that you provide to us
- ◇ Ensure any information you give to us will not be divulged to other parties without your consent, unless required to do so by law or if we are concerned about your safety
- ◇ Treat you with courtesy and understanding
- ◇ Be sensitive to cultural and linguistic diversity
- ◇ Provide you with an interpreter and/or other assistance required to ensure good communication

## Feedback to our service:

### We will;

- ◇ Give you an opportunity to have a say about the way we provide services
- ◇ Maintain compliance with the standards set out in the Charter and those required by our funding bodies. Regularly review our service delivery against the standards
- ◇ Undertake to continually identify and address ways in which we can make our services better for our clients
- ◇ Regularly liaise with our funding bodies and provide reports to ensure financial and service delivery accountability

## Suggestions and complaints

- ◇ If you are happy with the service we provide please let us know.
- ◇ If you are not satisfied or have any concerns or suggestions please contact the person who dealt with the matter and see if your concerns can be resolved directly with them.
- ◇ Alternatively you may choose to contact the CEO or President of the Management Committee of the service in person or in writing. That person will listen to your concerns and respond to you within one week.
- ◇ Client feedback forms, complaint and grievance policies are also available directly from the CEO or President.

## We expect in return that you will

- ◇ Act honestly and ethically at all times
- ◇ Be respectful to our staff and volunteers
- ◇ Tell us of any particular problems or needs
- ◇ Inform us if you cannot keep an appointment
- ◇ Advise us if you change your contact details
- ◇ Respect our privacy
- ◇ Treat us with courtesy and understanding
- ◇ Be sensitive to cultural and linguistic diversity
- ◇ Let us know if your circumstances change
- ◇ Give complete and accurate information

## Where are we?

Inala Youth Service is based across two office sites:

- ◇ Sittella Office, 12 Sittella Street Inala 3372 2655 (Main Office)
- ◇ Sycamore Office, 111 Inala Avenue Inala 3372 4435
- ◇ email: [admin@iys.org.au](mailto:admin@iys.org.au)

General operational hours are between 9am and 5pm Monday to Friday. Services are available via phone, walk in or referrals (government, non government, third party, self, parents, counsellors, other not for profit organisations, agencies and networks)

