



Policy Name: WAYS Youth & Family: Client and student service charter

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This charter sets out your rights and how you will be treated when you participate in any WAYS Youth & Family program or service. It also sets out your responsibilities and what you can do to help us provide the best programs and services.

A client service charter is about everyone being clear on how people should treat one another and how we can work together to achieve the best possible result for you. In the context of this charter “client” will refer to the entire WAYS community of clients, children, students, parents, caregivers and families of those who use one or more of our services or programs.

In our work we build on strengths that already exist, putting people and communities at the heart of what we do. WAYS offers a range of programs and services. You can find information about WAYS programs on our website ways.org.au or by asking one of our staff.

WAYS is a child safe organisation committed to supporting the safety and wellbeing of all people, particularly children and adults who may be experiencing vulnerability. We want the people we work with to be safe and feel safe and we have zero tolerance for abuse of any kind.

WAYS MISSION

WAYS is a community-based non-government organisation whose mission is to work with young people aged 8-24 years and their families to create successful and meaningful pathways to the future. This is achieved through a “one-stop shop” integrated model of service delivery providing innovative and comprehensive services, specialist staff, programs specifically designed to meaningfully assist young people and their families achieve a range of positive outcomes, fun and varied activities and practical assistance.

WAYS VISION

WAYS are passionate about creating a community of young people and their families, who are aware, informed, able to make healthy lifestyle choices about their education and vocational options, recreational activities and health and well-being thus enabling their full participation and success in society. Central to our vision is to empower families to create harmony, connectedness and understanding in the home, as well as to equip parents with the skills and knowledge to navigate the childhood and adolescent years.

WAYS VALUES

All employees, volunteers and Board members are asked to uphold the following values in the delivery of programs, services and activities:

- Treat all clients/students with respect, dignity, empathy, care and warmth and offer professional and innovative services to assist them to have their needs met.
- Be passionate, responsive and professional in all areas of one's work and service delivery.
- Treat all staff, Board members, volunteers, students, visitors and others with respect.
- To work as a team, all of whom are united in the aim of creating a safe, innovative, professional and responsive space that is trusted and well regarded by our community of young people and their families.
- Work cooperatively within the organisation and smaller team environments through accepting responsibility and accountability for actions at work.
- Use transparent and honest communication.
- Utilise all paid and voluntary working hours in effective, professional, efficient and conscientious ways.
- Contribute professional knowledge, skills and abilities to benefit our client group.
- Employees to remain innovative by continually keeping abreast of all of the latest developments, research and best practice across all professional domains and services in relation to young people and their families.
- Acknowledge and praise the effort of others.
- Continually strive to improve the quality, professionalism and service orientation of all our activities.

WAYS is committed to providing the best possible programs and services, this includes as mentioned above in our core values, us respecting your right to:

Be treated with respect at all times:

- we will respect you, your lifestyle, your culture and values and the decisions and choices you make
- we will be polite, sensitive and honest
- we will respect your dignity. We don't look for thanks or expect you to be grateful for any support we provide.
- we respect and listen to the views of all people, particularly children, young people and people who are vulnerable.

Be treated fairly and without discrimination:

- we provide services and programs to eligible people who qualify no matter how old they are, where they were born, what language they speak, their culture, religion, sexual preference, gender, or what support needs they have
- some services and programs are only for certain people, for example services for younger children or for clients who reside in certain LGA's due to funding restrictions. If you do not qualify for a service or program, we will explain why and we will also talk with you about other options.

Have support so you can access a service or program and make decisions on your own terms:

- we will provide clear information and help in ways that you can understand so you can make the decisions that are right for you
- we will provide an interpreter if you need one
- you have the right to refuse to be involved in a program or service or say no at any time.

We will also tell you about your rights to leave a program or service and how to do this.

- we will also discuss with you if you need other kinds of support so you can better join in WAYS activities.

Be safe and free from harm when using WAYS programs and services:

- when you join in any WAYS activity or program, we will take all reasonable steps to make sure you are safe at all times
- we are committed to protecting people and keeping them safe. We take care to ensure the safety of children, young people and families who are using WAYS programs and services.
- if you have any concerns about a service or how you have been treated, we will listen to you, take your concern very seriously and treat them confidentially.

Receive high quality, reliable programs and services provided by appropriately skilled people:

- we will listen to you and treat you as an individual or family
- we will work in ways that recognise and support your independence and strengths
- WAYS activities will be provided by appropriately skilled, qualified and experienced staff
- we will link you to the best program or service for you within WAYS; and if we can't assist you, we will try to find someone else who has the right skills or the service that you need
- we will be available when we say we will and respond to your requests promptly. We will always try to do what we agreed we would. If we cannot, we will talk to you about why.
- we are committed to supporting and providing training to WAYS staff and volunteers to make sure they keep up to date on the best ways to deliver programs and services. We regularly review our work, including this charter. We encourage people using WAYS programs and services to be involved in these reviews and send us comments.

Be kept informed of matters about you, including your service rights:

- you will be kept informed on matters about you, especially if we do any work on your behalf
- we will inform you about WAYS policies, explain them to you and apply them fairly
- we respect your legal and civil rights
- we will tell you of your right to have an advocate or support person and, accept and support their involvement
- we will link you to appropriate services if needed
- we will explain this information on your rights to you when you first commence the service. Staff will direct you to the website to read this charter, they will also give you a rights and responsibilities form.

Your information treated as confidential and your privacy respected:

- we will tell you about the type of information we keep about you and why we keep it. We will treat your personal information as confidential within the limits of the WAYS Privacy Policy and Australian Law
- we will not share your personal information with other people or agencies without you knowing about it and agreeing to it unless we are required by law to do so, or because we are concerned about your safety or someone else's safety. WAYS staff and volunteers must report any concerns of abuse or harm to children and young people, and in some instances, for other vulnerable people.
- if we do have to tell someone else something about you, most times we will let you know when we do this
- WAYS may, from time to time, invite clients to be part of research or program evaluations or promotions or projects that help us to do our work better.

Your feedback helps us improve.

WAYS has feedback boxes at the Bondi beach and Bondi junction sites, which we encourage all who access our services to use. If you have any suggestions on how we can improve WAYS programs and services or if you are unhappy with the service that you have received, we want to know.

We would also like to hear if you have had a good experience of a service or the person who provided it.

You can also provide feedback by:

- talking directly to the WAYS Person you are in contact with
- ask to speak to the CEO or Operations manager by calling the number below
- call us on 9365 2500
- email ways@ways.org.au