



CLIENT CHARTER – RIGHTS AND RESPONSIBILITIES

OUR VISION

"Launchpad consistently strives to reduce and prevent youth homelessness by enhancing young people's capacity to fully participate and engage in the community"

WHAT YOU CAN EXPECT FROM US (YOUR RIGHTS):

- We will work with you to make sure you receive the best possible assistance to avoid becoming homeless or, if you are homeless, to assist with accessing safe, affordable and secure housing
- We are committed to working with you in a respectful way that protects your dignity, is fair and does not discriminate
- You will be treated in a professional, courteous and caring manner, and receive the same quality and level of service based on your needs
- Your personal privacy will be respected and confidentiality protected, except where we have a legal obligation and we will explain to you what this means when you use our service.
- You have the right to use our service if it matches your needs and what we are funded for.
- We will work in partnership with you to identify your needs and develop a plan with you and other agencies to meet your needs
- You have the right to put forward a complaint and we will respond in a confidential, respectful and timely manor
- You can expect us to meet health and safety requirements so that you feel safe
- If you have a child under the age of 16 years, you have the right to have their needs considered and linked to suitable responses.

WHAT WE EXPECT FROM YOU (YOUR RESPONSIBILTIES):

- Be respectful of others, including staff, volunteers and other clients
- Be respectful to Launchpad Youth Community property
- Be an active participant, including taking part in your case planning and management sessions and fulfilling your commitments under your case plan

- Actively positively contribute to resolving your own homelessness or risk of homelessness
- Participate in the service not under the influence of any alcohol and drugs
- Maintain confidentiality regarding information about other clients
- Provide accurate information about yourself in order to receive the best service