VISION

A leading organisation focused on breaking the cycle of homelessness and empowering young people to live safely and independently in community

LAUNCHPAD VALUES

PERSON CENTERED **RESPECT** **INTEGRITY** **EQUALITY** **SAFETY** **OPPORTUNITY**

CLIENT RIGHTS

We will collaborate 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 collaborating 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 to provide.
- 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 without fear of retribution and we will respond in a confidential, respectful, and timely manner.
- 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.

MISSION

We provide equitable, culturally safe services to enhance young people's capacity to have a safe and stable home

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CLIENT RESPONSIBILITIES

- 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 to receive the best service.

GUIDING CULTURAL FRAMEWORK

[i]**Yindymarra (Respect):** Thoughtful, intentional action.

Yawarra (Deep Care): Holistic connection and trauma-informed support.

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LAUNCHPAD RESPONSIBILITIES

- To respect clients and their rights for confidentiality

- Your consent for sharing personal information will be sought and respected in all situations unless:

  1. it is unreasonable or impractical to gain consent or consent has been refused and

  2. without information being shared, it is anticipated a child, vulnerable person or member of their family will be at risk of serious harm, abuse, or neglect, or pose a risk to their public safety.

- To inform clients of Launchpad's Client Charter and to secure initial agreement and understanding of the core service values and corresponding behaviours.

- To inform clients of their rights and responsibilities and ensure they are aware of the opportunities they have, to give feedback or make a complaint and how to do this.

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LAUNCHPAD RIGHTS

- Staff have the right to be treated with respect.
- Staff have the right to a safe work environment – no threats of aggression or violence with be tolerated.
- Staff have the right to refuse or reschedule a service if there is a perceived risk in the delivery of a service at any time.

[i] Wiradjuri language advised from Cultural consultant to Board