



## Client Charter

YAC is committed to the highest quality of service to the young people who seek our assistance. This includes all staff in all engagements with young people.

This client charter has been developed by YAC to outline how staff and clients will work together. A copy of this charter is provided to every YAC client.

We can help you by enabling you to make decisions about matters that concern you. We do this by:

- providing a free and confidential service
- treating you in a respectful manner
- sharing our knowledge of how systems work
- providing you with the information you need to make decisions
- listening to you
- recognising your ability to make decisions
- working in line with your instructions
- advocating for and on your behalf

You can help us by:

- asking questions if you don't understand what we are telling you
- telling us what you want to happen with your matter
- providing your contact details and letting us know when they change
- keeping appointments
- keeping in contact with us
- working in a positive way with our caseworkers