



Mackay REGIONAL COUNCIL

YOUTH CLIENT SERVICES CHARTER

This Charter outlines the commitment to young people that Mackay Regional Council makes in delivering services to them. This Charter speaks to the delivery of our Sarina District Youth Service and Valley District Youth Service and ensures that these services are delivered in a manner that complies with Mackay Regional Council policies, including our [Youth Policy](#) and the [Human Services Quality Framework](#).

OUR SERVICES

Sarina District Youth Service

provides individual case management support to young people between the ages of 10-21 years who are, or at risk of, disconnecting from family, community, disengaging from school, training or employment, harm to self, cultural disconnection, homelessness or entering/involved in the Youth Justice System.

Valley District Youth Service

provides individual information, advice, referral, and case management support to young people between the ages of 10-21 years who are, or at risk of, disconnecting from family, community, disengaging from school, training or employment, harm to self, cultural disconnection, homelessness or entering/involved in the Youth Justice System.

OUR COMMITMENT TO YOUNG PEOPLE

Access and Eligibility

Mackay Regional Council Youth Services are committed to making our services available to our target group in a fair, transparent and non-discriminatory way and that the people seeking access to these services are prioritised and responded to within available resources.

If our services are unable to provide service to a young people due to ineligibility or insufficient resources, then the service will ensure that there are processes in place to refer the person to alternative services.

Choice and Participation

The services will promote service information in a range of formats, including social media. The services will distribute and present information widely in ways and places that will reach those most in need of support.

Our services are committed to ensuring that a potential client is aware of their opportunities for choice and participation. The charter outlines that services will:

- provide a potential client with information about what the service can provide, including eligibility to the service
- ensure information about hours of operation, locations of service and service contact details are easily available via online platforms, brochures and client documents

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- explain the standard of service that the clients can expect from the service
- inform clients of their rights and responsibilities while accessing the service
- provide access to information on harm prevention and harm response guidelines of the service
- provide information on the feedback and complaints processes
- inform the client on how the service will provide opportunities for the individual to participate and make informed choices regarding the service they receive
- provide information on additional support services that can assist the client to fully participate in decision making and service provision.

These may include specialists in the following areas:

- Interpreters
- Advocates
- Discipline specific specialists
- Culturally appropriate support persons.

The services will provide the above information at initial contact and intake and will make available the above information upon any other request by prospective client or referrer.

Privacy and Confidentiality

Mackay Regional Council Youth Services are committed to protecting and upholding the rights of clients and other stakeholders to privacy and confidentiality in the way the service collects, stores and uses information about them.

The Mackay Regional Council Youth Services commitment to privacy and confidentiality are governed by:

- [*Mackay Regional Council Confidentiality Policy*](#)
- [*Mackay Regional Council Information Privacy Policy*](#)
- [*Mackay Regional Council Youth Policy*](#)
- [*Human Services Quality Framework*](#)

CONTACT FOR MORE INFORMATION:

Sarina District Youth Service
4961 6278 • 0448 941 077

Valley District Youth Service
4961 9203 • 0417 799 680

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