Yoorana Client Service Charter

This Client Service Charter explains what you can expect when you access any of Yoorana's programs or services, and how we can work together in a respectful and safe way.

Yoorana is committed to working in partnership with women, children, and young people to support safety, dignity, choice, cultural respect, and human rights.

This Charter is informed by the **Human Services Quality Framework (HSQF), Queensland Child Safe Organisation Standards, the *Human Rights Act 2019 (QLD)***, and relevant privacy and anti-discrimination legislation.

What You Can Expect from Yoorana

When you access Yoorana's services, you can expect to:

Safety and Wellbeing

- Be safe and free from harm while accessing Yoorana's programs and services
- Be supported in environments that prioritise physical, emotional, cultural, and psychological safety
- Receive services that are trauma-informed and responsive to domestic and family violence

Respect, Dignity and Fair Treatment

- Be treated with respect, dignity, and without judgement
- Be recognised as an individual with your own experiences, strengths, and needs
- Have your views, experiences, and choices taken seriously

Information, Participation and Choice

- Be kept informed about matters affecting you, including your service rights and human rights
- Receive information that is accurate, timely, relevant, and easy to understand
- Participate in decisions that affect you and, where appropriate, your children
- Choose whether to use any or all services and to withdraw consent or say no at any time
- Ask questions, provide feedback, or raise concerns without fear of this affecting the support you receive

Access, Equity and Inclusion

- Receive services equitably and without discrimination, regardless of:
    - Aboriginal or Torres Strait Islander identity
    - Cultural or linguistic background
    - Disability or health needs
    - Sexual orientation, gender identity or intersex status (LGBTIQ+)
    - Age, religion, socio-economic status, or other personal characteristics
- Receive reasonable adjustments to support access and participation
- Access services that recognise and respect cultural inclusion and diversity

Privacy, Confidentiality and Advocacy

- Have your privacy and confidentiality respected in accordance with the law
- Access and request correction of information held about you
- Give informed consent before information is shared, except where required by law
- Have an advocate of your choice support you to express your needs or make a complaint

Feedback, Complaints and Appeals

- Provide feedback, compliments, or complaints safely and respectfully
- Access clear and fair complaints and appeals processes

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- Request an internal review or appeal a decision
- Seek independent or external review if you are dissatisfied with an outcome

Children and Young People

- Children and young people are recognised as clients in their own right
- Children are supported to participate in decisions affecting them in age-appropriate and safe ways
- Children's rights to safety, dignity, culture, and inclusion are actively upheld

Universal Principle – Aboriginal and Torres Strait Islander Children

Yoorana is committed to upholding the right of Aboriginal and Torres Strait Islander children to cultural safety, including:

- Respect for cultural identity, family, kinship, and community
- Culturally safe participation in services
- Consultation with families and communities where appropriate

How You Can Help Us Provide the Best Programs and Services

You can support a positive and safe service environment by:

- Letting us know what you need and how we can best support you
- Treating staff, volunteers, other clients, and children with respect
- Acting safely and respectfully while using Yoorana's services
- Providing accurate information to help us support you effectively
- Letting us know if your circumstances change or if you cannot attend an appointment
- Respecting Yoorana's property and shared spaces
- Maintaining the **confidentiality and privacy** of other clients
- Keeping the **location** of the refuge and identifying details of other clients **confidential**
- Where expectations such as sobriety or behaviour guidelines apply, these will be managed in a supportive, trauma-informed, and safety-focused way.

Our Commitment

Yoorana is committed to:

- Upholding human rights, child safety, cultural safety, and inclusion
- Supporting diversity, equity, and access for all clients
- Continuously improving services through feedback and consultation
- Working in partnership with clients to support safety, empowerment, and wellbeing

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