

Client Service Practice

Position Statement

Introduction

yourtown is committed to providing innovative quality programs and services that support young people and their families, especially those who are marginalised and without voice.

yourtown's Position

yourtown services are underpinned by professional, ethical and legal standards and are delivered in a manner that reflects our values and mission.

yourtown services are evidence based, with documented program theories and service models, which are routinely evaluated and updated to ensure that they are effective in meeting the needs of clients.

We uphold the importance of the quality of relationships with clients in tailoring and delivering services that meet individual needs and goals. Services are strengths-based, goal focussed, collaborative and outcomes orientated, and service delivery is client-centred and where possible client directed.

Personnel will at all times demonstrate professional conduct when engaging with clients. This includes developing and maintaining relationships that are respectful, empowering, culturally sensitive and collaborative, and that uphold the importance of professional boundaries.

Personnel receive training and practice supervision as an essential element of effective service delivery and for the on-going review and development of practice and are held accountable for the quality of service delivered.