

Client Service Practice Standards

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 and case management practices are underpinned by professional, ethical and legal standards and are delivered in a manner that reflects our values and mission.

yourtown upholds the importance of the quality of relationships with clients in tailoring and delivering services that meet individual needs and goals.

Service delivery personnel will 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.

Case management is integrated within our programs and phases of service delivery (such as referral, assessment, engagement, intervention, review and transition) and is guided by our *Case Management Framework and Standards*.

Case management is strengths based, goal focussed, and centres on the individual in promoting self-advocacy and self-determination. yourtown provides professional and respectful responses to all clients, incorporating input from external agencies, as appropriate.

Personnel receive training and clinical supervision as an essential element of effective service delivery and for the on-going review and development of practice.