



CLIENT CHARTER

We commit to providing you with the highest quality of service that we can. We will listen to your story and work closely with you to ensure that we assist you to meet your needs.

OUR VISION

Young people grow strength, inspiration, and independence to confidently embark on their future life adventures.

OUR MISSION

We support young people on their journey towards independence including housing, employment and life skills.

OUR VALUES

Growth

Fostering knowledge sharing and positivity

Individuality & Celebration of Diversity

Respecting and celebrating uniqueness



Independence & Empowerment

Encouraging self-advocacy and growth

Accountability

Ensuring honesty and ownership

STRATEGIC PRIORITIES



GROWTH



PROGRAMS



PEOPLE



ACCOMMODATION

WHO WE ARE

Sharehouse Youth Programs is a local not-for-profit, community based organisation in Townsville, North Queensland, that provides innovative programs for at-risk young people 16 to 25 years old. Every year, Sharehouse helps hundreds of young people who are homeless or in difficult situations find a place to live, achieve stability, and become independent. We understand that each person's situation is unique, so we customise our services to meet their specific needs.

OUR PROGRAMS

Crisis Accomodation

Sharehouse offers safe accommodation for young people facing homelessness, supported by case management. Our **Step Into Housing** and **Safe Start** programs provide not only shelter but also support aimed at fostering independence and building confidence for a successful transition to long-term housing.

Street Reach

Our mobile support program offers individualised outreach services to young people experiencing or at risk of homelessness or at risk. Street Reach focuses on meeting young people where they are, providing personalised support to help them move forward in their journey toward stability and independence.

Step Into Success

This program is designed to help participants access qualifications, develop skills, gain work experience, and build meaningful connections. By addressing employment and educational barriers, we aim to support young people in achieving long-term success.

WHAT YOU CAN EXPECT FROM US

At Sharehouse, we are committed to providing the highest quality of service and support. When you engage with us, you can expect:

- We will make it easy for you to contact us by phone, email, face to face and/or social media.
- We will listen to your story and work collaboratively with you to address your needs and goals.
- Provide you with easy to access information about our services.
- Treat your information with confidentiality and respect your privacy at all times within the limits of the Australian Law.
- Keep you informed and provide you with a say in the decision making process about things that concern you.
- Always treat you in a respectful, fair and non-discriminatory way.
- Take all reasonable steps to keep you safe and free from harm while you are using our service.
- Refer you to other appropriate services when we cannot help you.

RIGHTS & RESPONSIBILITIES

Your Rights

While participating in Sharehouse, you have the following rights:

- Be treated with dignity and respect at all times.
- Be treated fairly and without bias, regardless of gender, sexuality, religion, disability, race, culture, parental status, appearance, employment, income, family, or age.
- Privacy and confidentiality in their interactions with Sharehouse.
- Recognition of their individuality and uniqueness.
- Access clear and accurate information about the services provided by Sharehouse and support in accessing other community services.
- Make informed decisions and choices about their lives and support plans.
- Receive services delivered in a safe, secure, and comfortable environment.
- Provide feedback or raise complaints and have them addressed in a timely and appropriate manner.
- Have a support person, advocate, or representative of their choice accompany them in matters relating to their support.

Your Responsibilities

While working with us, please:

- Treat staff, volunteers, and others at Sharehouse with fairness, honesty, and respect.
- Respect the rights of other young people, including their privacy and confidentiality.
- Follow reasonable directions provided by Sharehouse staff to ensure safety for themselves and others.

FEEDBACK & COMPLAINTS



Provide Feedback

Individuals provide feedback through various channels including speaking to a staff member or submitting written feedback.



Recording Feedback

Feedback is logged in a register for future review.



Review & Action

CEO or Management Committee assesses feedback and takes action.



Response

Individuals are informed of the feedback outcome.



Appeals

Feedback is escalated to the CEO or Management Committee if necessary.



External Resolution

External bodies are contacted if the issue remains unresolved.

FEEDBACK & COMPLAINTS

Sharehouse values feedback to improve our services. This may include compliments, suggestions, or complaints about our programs, services, or staff.

How to Provide Feedback

- Speak to a Youth Support Worker or staff member.
- Submit a written feedback via:
 - Email: manager@sharehouse.org.au
 - Website: Feedback form or message function.
 - Feedback box: At Sharehouse reception.

How Feedback is Managed

- Recorded in a register and reviewed by the CEO or Management Committee.
- Assessed, acted upon, and outcomes shared with individuals promptly.

Appeals & Escalation

If dissatisfied, you can:

- Speak to the CEO or Management Committee.
- Contact external bodies like:
 - Queensland Human Rights Commission: 1300 130 670
 - Department of Housing: 13 74 68

Language Assistance:

Interpreters can be arranged via TIS National: 131 450 | www.tisnational.gov.au.

Using an Advocate

Advocates may assist with feedback/complaints. Inform us about the advocate and sign a consent form.

By providing feedback, you help Sharehouse improve and grow.

CONTACT US

Sharehouse Office

Address: 260 Ross River Road, Aitkenvale, Queensland 4814

Opening hours: 9am - 4pm

Office Number: (07) 4771 5346

Email: info@sharehouse.org.au

Website: www.sharehouse.org.au

Step Into Success

Contact number: 0434 583 552

Email: success@sharehouse.org.au

Referrals: sharehouse.org.au/steps-into-success-referral/

