

# ABOUT SHAREHOUSE YOUTH PROGRAMS INC.

Sharehouse Youth Programs is a housing and homelessness service for young people between the ages of 16 – 25 years. Our purpose is to work towards assisting young people to exit homelessness by offering accommodation and support.

Step Into Success Program is designed to help participants access qualifications, skills, work experience and build connections.

Street Reach, our mobile support program offers individualised support to help you move forward.

## 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

INDEPENDENCE & EMPOWERMENT

ACCOUNTABILITY

INDIVIDUALITY & CELEBRATION OF DIVERSITY

GROWTH

## Contact Us

9:00am to 4:00pm

Monday-Friday

(07) 4771 5346

info@sharehouse.org.au

www.sharehouse.org.au

## Address

260 Ross River Road  
Aitkenvale 4814 Queensland



# 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.

## WHAT YOU CAN EXPECT FROM US

WE WILL MAKE IT EASY FOR YOU TO CONTACT US BY PHONE, EMAIL AND OR/FACE TO FACE.

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

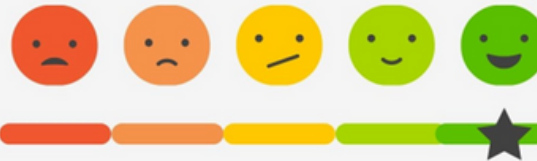
KEEP YOU INFORMED AND PROVIDE YOU A SAY IN THE DECISION MAKING PROCESS OF THINGS THAT CONCERN YOU.

TREAT YOU ALWAYS IN A RESPECTFUL, FAIR AND NON-DISCRIMINATORY WAY.

## WHAT YOU CAN EXPECT FROM US

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 ASSIST YOU.



### HELP US IMPROVE!

WE WANT YOUR FEEDBACK  
YOU CAN

- SPEAK TO YOUR CASE MANAGER
- SPEAK TO STAFF
- SEND AN EMAIL
- COMPLETE A FEEDBACK FORM
- CALL US
- WRITE TO US

## WHAT WE EXPECT FROM YOU

KEEP US UPDATED WITH CORRECT AND COMPLETE INFORMATION ABOUT YOURSELF AND YOUR SITUATION.

TREAT OUR STAFF, VOLUNTEERS AND OTHER PEOPLE USING OUR SERVICE WITH RESPECT AND CONSIDERATION.

RESPECT OUR PROPERTY WHILE INVOLVED IN OUR SERVICE.

COMPLETE TASKS THAT YOU HAVE AGREED TO WHILE INVOLVED WITH OUR SERVICE.

LET US KNOW WHEN YOU CAN'T MAKE THE APPOINTMENT YOU HAVE MADE WITH US.