Uplyft.
strong young futures



Charter of Rights and Responsibilities

Young People using Uplyft Services

What we will do:

We will uphold our values and your right to feel safe and be safe.

We will show we care, by:

- welcoming and including you and supporting you to belong and be you
- acting with kindness and respect
- showing you compassion and empathy
- supporting your connection to your country, culture and community
- supporting you to practise your culture and religion freely
- supporting you to explore, express and create

We will collaborate, by:

- listening when you speak up and take you seriously
- involving you and creating opportunities for you to participate, contribute and share your ideas
- asking your opinion, how you feel and encouraging you to have a say in decisions about you
- asking for your suggestions and feedback and letting you know what actions have been taken

We will be accountable, by:

- always being professional and not doing anything that makes you feel uncomfortable or scared
- believing you, taking action and protecting you when you tell us you are feeling unsafe or have been harmed
- reporting all concerns for your safety and taking action to protect you from harm, abuse and neglect
- telling you when we need to make a report, explaining what will happen next and identifying other people who are safe to talk to and can support you
- doing something if you tell us someone is bullying you or if the behaviour of another person is not OK
- supporting you and taking action if you are unhappy or worried about anyone or anything at Uplyft
- empowering and supporting you to stand up for yourself and others
- keeping your personal information safe and secure. We will only share it if we think you are unsafe or someone else is unsafe

We will show courage, by:

- always upholding and protecting your rights
- taking action and protecting you when you are at risk of harm or have been harmed
- standing with you and protecting you, ensuring you are free from fear, neglect, violence, bullying, racism and exploitation

We will celebrate:

- who you are, your passions and interests
- with you as you grow, develop, thrive and flourish and become the person you aspire to be

What we will NOT do:

We won't: Take photos or films/videos of you for ourselves or without your permission for work related use; or contact or visit you outside of the times we are working with you.



What you can do:



- treat us, the service, and any other children and people you are working with at Uplyft with respect
- help us in making decisions that affect you
- provide us with information to help us support you
- let us know if you feel unsafe or are worried about anything or anyone at Uplyft
- keep any appointments we make with or for you or let us know if you can't attend
- give us feedback about the services, including anything we have done well, or anything we could do better
- be confident to make a complaint and know you will be taken seriously.

