

Purpose

SHine SA wants to make sure that all young people get the high standard of sexual health and relationships advice and services they are entitled to. That's why we have created a Youth Charter.

The first part of the charter aims to protect young people's sexual health and relationships rights and to ensure that SHine SA services respect those rights and are of a high quality.

The second part of this charter aims to make sure young people know about their rights and are able to complain if they don't get the treatment they deserve from SHine SA.

The third part of this charter aims to let you know how SHine SA will work with young people to achieve SHine SA organisational goals.

SHine SA would like to acknowledge the Youth Action Team members for working with them to create this charter.

SHine SA Youth Charter



safety, pleasure, respect

Part 1

SHine SA services and all staff will:

- give you written information about your rights at the time of first contact with staff and will assist you to understand this information - when an interpreter is used they will be requested by the staff to provide you with information on your rights
- make sure you receive a high quality service from SHine SA staff and make sure you are aware of and supported to confirm your rights
- adopt a client focus in the delivery of SHine SA services - as a primary health care agency the organisation is responsible to the community it serves and demonstrates this by upholding your rights
- give you the Client Rights pamphlet as part of the registration process
- explain client rights as outlined in the pamphlet and record on your client notes that the pamphlet has been received and discussed
- make information on client rights available in appropriate languages
- provide opportunities for you to give feedback about your experience of SHine SA services, including the opportunity to do so anonymously
- ensure that groups and course participants are aware of their rights at the beginning of the session



Part 2

Your Rights

SHine SA has a policy about almost all aspects of its services. The SHine SA policy statement about your rights says:

SHine SA will provide high quality services in a manner which demonstrates respect for individuals, their values and beliefs, and ensure:

- privacy and confidentiality
- the provision of information about legal circumstances that may affect confidentiality, such as mandatory reporting requirements or information required by court orders
- the provision of full information to you about your health and health care options
- your right to refuse treatment or service
- your right to agree to or refuse the presence of trainee doctors, nurses or students etc
- your right to choose to have a friend present at appointments
- your right to request transfer to another health worker
- your right to change your mind
- your right to access your own health records
- your right to make complaints and have them investigated
- your right to have continued access to services after making a complaint

Your Responsibilities

- treat staff and other clients with respect
- provide honest information
- work with SHine SA to meet your needs
- inform SHine SA if the service does not meet your needs

Part 3

How SHine SA will work with young people

- SHine SA will ensure that services celebrate and accept young people.
- SHine SA acknowledges that young people have the same feelings, aspirations, fears and needs around sexual health as all other individuals.
- Each young person will be treated as an individual in their own right.
- Each young person will be treated with respect regardless of the:
 - choices they have made
 - lifestyle they have chosen
 - methods of communication they may use
- Each young person will be offered, within SHine SA's capacity, opportunities and choices regarding the services they receive, and who they prefer to work with them.
- All young people will be treated equally and have access to treatments and services.
- SHine SA will maintain regular input on service provision by young people and consult with young people about services.
- SHine SA will maintain a presence at events for young people to maintain knowledge of youth culture.
- SHine SA is committed to working with young people in a non-tokenistic manner.
- SHine SA acknowledges that differences exist between workers and young people and will work together to overcome these differences.
- Within organisational guidelines SHine SA will maintain flexibility around service provision for young people.
- SHine SA will work with young people to improve services.



SHine SA
Youth Charter