



position statement

client services practice

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Document owner	Client Services		
Applies to	All yourtown		

introduction

yourtown is committed to providing safe and innovative quality programs and services that support children, young people, adults at risk and their families.

yourtown services are underpinned by professional, ethical, and legal standards and are delivered in a manner that reflects our values and mission.

yourtown's position

yourtown client services practice is evidence informed, with documented program theories and service models, which are routinely evaluated and updated to ensure that they are effective in meeting the needs of clients.

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

Client service practice is trauma informed, strengths-based, goal focussed, collaborative and outcomes orientated, and service delivery is client-centred and where possible client directed.

Team members at all times 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.

Team members receive training and practice supervision as an essential element of effective service delivery and for the on-going review and development of practice and are held accountable for the quality of service delivered.

document review details

Review Details	Review Date	Revision
Revised to align with SiPPP and yourtown updated branding and language.	08/6/2023	v1