



Our Values

- We Care**
- We Collaborate**
- We are Accountable**
- We have Courage**
- We Celebrate**

Since 1943, Uplyft has worked with families, children, young people and communities to build strength, resilience and connection.

We support children and young people to grow and develop, safely, and are working to achieve a better world in which children and young people are empowered and inspired to live their best lives.

- **YOUR RIGHTS**

We will at all times work with you in accordance with our values

- **RESPECT & DIGNITY**

We will respect your needs regardless of your age, culture, race, religion, language, ability or disability, physical appearance, sexual preference, gender or sexual identity.

We will protect your privacy and your personal information.

- **PARTICIPATE & BE INCLUDED**

We will listen to you and include you in decisions about your care.

We will tell you how to give feedback or make a complaint about services you receive and we'll provide feedback on any complaint.

- **ACCESS, COMMUNICATION & SAFETY**

We will give you information about services and you can choose to use or not use our services. You can withdraw at any time.

We will provide reliable, safe, quality services in safe environments.

You can ask questions at any time and can access your records. We will provide an interpreter if needed.

- **YOUR RESPONSIBILITIES**

To help Uplyft provide the best possible services and care, we ask you to:

- **RESPECT & DIGNITY**

Treat staff and other clients with respect at all times. Tell us about any particular needs you have so we can provide the right service.

- **PARTICIPATE**

Work with us to find the best ways to help you.

Work with us and consider our advice when making decisions affecting you or your children.

Keep appointments, or let us know if you can't attend

- **ACCESS, COMMUNICATION & SAFETY**

Communicate clearly with workers and ask for help to communicate if you need it.

Provide a safe environment if staff are visiting you at home.

Let us know at any time if you feel unsafe or are worried about the safety of another person.

Uplyft's Service Commitment

Uplyft provides high quality, respectful and caring services that encourage children, young people and families to develop to their fullest potential.

We work together with children, young people, parents, care givers and communities to provide services that respect and celebrate their unique needs.

Safeguarding Children

Uplyft puts the safety and wellbeing of children at the forefront of everything we do.
We:

- Have zero tolerance for child abuse
- Act to protect children
- Minimise risk
- Report concerns about harm to children
- Listen, believe and respond if children disclose harm or risk of harm.

Our Shared Commitment

We all have a responsibility to protect and care for children, whether they are in our families or in our communities.

Uplyft is strongly committed to upholding the Rights of the Child in our work with children, young people and families.

Our Shared Commitment

Together we can:

- Consider 'the best interests of the child' when making decisions.
- Make sure children can have their say and are heard.
- Give children clear information to help them understand and be part of decision-making.
- Respect children, their families, beliefs, cultures and context.
- Support and nurture children and ensure their safety and wellbeing.
- Speak up, if you see something, say something – do not tolerate child abuse. Children have the right to **feel safe**, and **be safe**.