

Frankston Mornington Peninsula Young People's Charter of Practice Principles

These 7 shared practice principles help us to build a shared practice culture between services and schools to help young vulnerable people in our area get their learning, health and wellbeing needs met.

The principles are grounded in current legal, policy and practice frameworks in the health, community service and education sectors. They are needed to stop young people falling through the cracks.

Practice Principles



1. No wrong door

If we are not the right service we will help the young person find the right service.



2. Young person's voice

We will listen carefully so young people can tell us what they need.



3. Respect for relationships

We will find out what supports the young person currently has, including friends, family, community supports, services involved, the school and the GP.



4. Sharing information

We will talk with young people about

- what information we want to share,
- who we want to share it with and
- why we believe this is important.

We will help young people (and guardians where appropriate) decide whether to give us permission to share their information and to understand the consequences of their choice.



5. Staying connected

We will make sure that the young person has a contact person whilst waiting for a service. This might be us or another person in the young person's support network.



6. Feedback to school or service

We will give feedback to the initial service or school the young person contacted. We will confirm if the young person has engaged with our service or not.



7. Shared Care

We will work together to coordinate young people's care.



As a No Wrong Door service or school, we will:

- make sure these principles are reflected in our internal policies and procedures;
- support staff to put these principles into practice;
- respect and acknowledge each other's contribution;
- share and learn from our experience and
- celebrate our successes.