



## Our core values and principles

We advocate for the delivery of services within a framework of nationally agreed values and core principles. All Youth Access members commit to implement these in their work.

### Youth Access members must:

- Recognise and value individual differences
- Recognise and be sensitive to the growing autonomy of each young person
- Respect every young person's right to be a voluntary participant in any helping process
- Recognise the potential of each young person.

### Statement of Core Principles

- Young people are central to the service and members are committed to responding to their needs and rights.
- The basis on which young people can make use of a service is made clear to each of them individually, and a contract is agreed where appropriate.
- Members believe that young people have a right to access high-quality information, advice and counselling services.
- Members aim to empower young people and treat them with respect based on an understanding of their individual needs, culture and background.
- In all aspects of their work, members aim to counter the oppression and discrimination faced by young people.
- Members will work towards equality of access for all young people, including providing equitable support for typically excluded young people.
- Members take all reasonable steps to ensure the safety and wellbeing of young people and their staff.

# YOUTH ACCESS

- Members are committed to ensuring their employees are competent to perform the range and depth of duties offered by the organisation, including providing a framework for staff development that ensures appropriate support, supervision and training.
- Members are committed to establishing and maintaining procedures for monitoring and evaluating the services they provide. This includes implementing the feedback of young people who access their services.