

Our RESPECT Charter

At Youth Talk, we believe respect is the foundation of how we work together and how we support young people. Our RESPECT Charter sets out the shared behaviours and principles that guide every member of our team — staff, counsellors, contractors, volunteers, and trustees. Our charter reflects our shared commitment to living our organisational values every day:

- **We are open and accepting** – listening without judgement and treating everyone with kindness and respect.
- **We always give our best** – acting with professionalism, care, and integrity in all that we do.
- **We are stronger together** – building a culture of collaboration, trust, and shared responsibility.

Create and maintain a safe and healthy working environment

Everyone has the right to work in a safe, secure, and supportive setting. We follow safety regulations, stay alert to hazards, follow best practices, and raise concerns when needed. Protecting health, safety, and wellbeing is a shared responsibility that benefits us all. By working together, we protect ourselves, our colleagues, and the wider community.

Treat people fairly, with courtesy and respect

We actively celebrate diversity and inclusion in all its forms and will not tolerate discrimination, harassment, bullying, disrespectful behaviour or victimisation of any kind. All interactions should be grounded in professionalism, fairness, and respect. Whether engaging with colleagues, clients, or external stakeholders, we foster a culture where everyone feels valued and heard.

Recognise that we will not always share the same point of view

Diverse perspectives enrich decision-making and problem-solving. While differences in opinion may arise, we commit to constructive dialogue, active listening, and mutual understanding. Disagreements should be handled professionally, ensuring a collaborative and inclusive working environment

Acknowledge that our personal behaviour can affect others

Our actions and attitudes influence morale, productivity, and safety. We all take responsibility for our conduct, ensuring it contributes positively to everyone. This includes maintaining a professional demeanour, being mindful of language and tone, and addressing conflicts constructively.

Be supportive by working together and learning from each other

Collaboration strengthens our ability to deliver high-quality work. We embrace opportunities to share knowledge, mentor others, continuously learn, and to support everyone equally.

Together, we commit to living these principles every day — ensuring Youth Talk remains a place where everyone feels respected, supported, and able to do their best work.