

StandBy Service Charter

About StandBy

Our Mission

Everything we do is to support and advocate for the health and wellbeing of individuals, groups and communities bereaved or impacted by suicide.

Our Vision

Every community in Australia is safe, inclusive, and supportive of those bereaved or impacted by suicide.

StandBy National is committed to:

- Embracing the input of lived experience and service delivery partners in a jointly owned national governance structure
- Increasing community capacity, connection and resilience through delivering person-centred support, whole-of-community preparedness and post suicide responses
- Investing in research, innovation, continuous improvement, and training to deliver contemporary support after suicide
- Increasing and diversifying StandBy's service offering across settings, life courses and communities
- Increasing national awareness and achieving a genuine national presence as the leader in support after suicide

Our individuals and communities requesting support have the right to:

- Be treated with dignity, courtesy and respect
- Be informed about what services are available
- Be free from physical, sexual, emotional, and verbal abuse
- Be free from discrimination of all kinds
- Access a safe and healthy environment within our service
- Participate in any decision-making processes about their life and make their own choices



www.standbysupport.com.au

StandBy – an initiative funded by the Australian Government
StandBy is a program of Youturn Limited

Our Values

- Respect
- Understanding
- Empathetic support

- Access any information about themselves, held by StandBy
- Receive translation and interpreting assistance to communicate with us
- Provide feedback and complaints about the service without fear of losing the service or being disadvantaged in any way
- Have a complaint dealt with fairly and promptly
- Appeal decisions made about their service provision and have a fair and prompt appeal

Our individuals and communities requesting support are responsible for:

- Treating staff and others who seek support from StandBy with courtesy and respect
- Acting in a manner respecting the safety of others and themselves
- Actively participating in the services and support offered to them
- Taking responsibility for the results of any decisions they make

To provide feedback or for more information please contact the StandBy National team on national@standbysupport.com.au



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Accountable Chief Executive Officer

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