

NATIONAL YOUNG PEOPLE'S CHARTER

This Charter says how all young people will be treated by all Tusla staff. These are the key messages from young people who took part in writing this Charter.

As YOUNG PEOPLE we want Tusla workers to:



Tusla workers will:

- Be suitable for their job.
- Respect young people and put their best interests first.
- Listen to and involve young people in plans and decisions.
- Give clear information about who they are, what they do, what will happen and when things will happen.
- Understand young people and their situation.
- Build positive, caring and trusting relationships with young people.
- Meet young people where they are comfortable and have privacy.
- Help families to care for young people.
- Respect young people's privacy and confidentiality as far as possible.
- Get young people other services when needed.
- Be realistic and honest about what Tusla can do.