



The Family Centre Disability Services Participant Service Charter

This Participant Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. Clients will be made aware of this Charter upon contracting The Family Centre's Disability Services, either in hard copy or online.

About us

The Family Centre is a not-for-profit community organisation established in Tweed Shire in 1988. We have grown significantly over the years and now run programs and services in the Northern Rivers and Gold Coast that support and inspire change for children, young people, and families.

We provide disability services, child and family support, youth and family support and relationship services.

More information about The Family Centre's services can be found at www.thefamilycentre.org.au

Office locations:

Tweed Heads: 15–17 Frances St, Tweed Heads (07) 5589 1800

Tweed Heads South: 1/14 Amber Road, Tweed Heads South (07) 5524 8711

Murwillumbah: Murwillumbah Community Centre, Nullum St, Murwillumbah (07) 5524 8711

Ocean Shores: 7/84 Raja Road, Ocean Shores (07) 5524 8711

Ballina: Kentwell Centre, 20 Bangalow Road, Ballina (02) 6686 4109

Office opening hours: Monday–Thursday 9am–4.30pm. Friday 9am–4pm

Our commitment to you

The Family Centre is committed to providing the highest quality services. We're a diverse and inclusive organisation driven by our practice principles. We believe that everyone has the ability to make a positive contribution to their community, and we support the identification and expression of this contribution to benefit us all. We will work with you to ensure you get the support that is right for you.

What you can expect from us

- Treat you with respect at all times
- Treat you fairly and without discrimination
- Provide you with sufficient information about the service and its terms of use
- Inform you of your rights and responsibilities
- Provide a safe and healthy environment within the service and their facilities
- Respect your privacy and confidentiality
- Ensure you don't face physical, sexual, emotional, or verbal abuse
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services if needed
- Tell you how to provide us with feedback on our service and how to make a complaint
- Ensure your complaints are dealt with fairly and promptly

How you can help us

- Provide us with complete and accurate information about yourself and your situation
- Tell us if things change or you cannot keep an appointment or commitment
- Act respectfully and safely towards other people using the service, and towards staff and volunteers
- Provide us with feedback about our service and how we can work better

How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve The Family Centre services.

We also want to know if you are not happy with the service you have received or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

If you have a concern or want to make a complaint, in the first instance please raise the matter with the staff member you have been dealing with. If you're not satisfied with the result, you should raise the matter with

Senior Manager Quality and Learning

By phone: (07) 5524 8711

Via our website contact form at www.thefamilycentre.org.au/feedback

By letter: PO Box 6301 Tweed Heads South, NSW 2486

How we manage complaints

We want to resolve complaints openly, honestly, and quickly.

We will acknowledge your complaint and respond within 2 weeks.

If you are not satisfied with the response provided by The Family Centre regarding a complaint you can contact:

NDIS Quality and Safeguards Commission

Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

www.ndiscommission.gov.au

Gold Coast Disability Advocacy

Phone: (07) 5564 0355 Email: gca@gca.org.au

Address: Shop 1804 56 Scarborough Street, Southport, QLD 4215

www.gca.org.au

NSW Ability Advocacy

Phone: (02) 6628 8188 Email: doug@abilityincorporated.org.au

Address: 106 Main Street, Alstonville NSW 2477

www.abilityincorporated.org.au

How you can participate in your services

We encourage our participants to exercise choice over service decisions. We will ensure you are aware of and understand the services we provide. We are committed to supporting participants to make choices and participate in decisions by using interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies, where needed.