

HOW TO MAKE A COMPLAINT

Let your St Vincent de Paul Society QLD Support Worker know of any concerns you may have about the service.

If you don't feel comfortable in telling them directly, you can ask to speak to the programs Service Manager, either face to face or in written form, over the phone or online at: www.qld.vinnies.org.au/feedback

Anonymous complaints will be treated equally but giving us your name will really help us to respond to your concerns.

Your complaint will be noted and written record of it will be kept in a confidential Complaints Register.

We will then contact you to assure you that your concerns have been listened to and respectfully addressed. Together we will hopefully come to some agreement on the best course of action.

If you're not happy with the outcome, you can call out Head Office on 3010 1000 and ask for the State Manager of Community & Family to help address your concerns.

Should your complaint still remain unresolved, the matter will be forwarded to a General Manager or Chief Executive Officer of St Vincent de Paul Society QLD.

At any time, you have the right to make a formal complaint to an external organisation such as the Department of Children, Youth Justice and Multicultural Affairs on 1800 080 464 or the Queensland Human Rights commission on 1300 130 670.



CHILD AND FAMILY PROGRAM

Information for families

COST

There is no cost for this service.

CONTACT

Gold Coast

Tel 07 3807 6623
Mob 0407 204 308

Brisbane South

Tel 07 3249 8600
Mob 0407 639 455

Ipswich

Tel 07 3437 2800
Mob 0457 779 192

Toowoomba

Mob 0427 837 112

Gympie/Sunshine


Coast Tel 07 5459
5256 Mob 0448 600
387

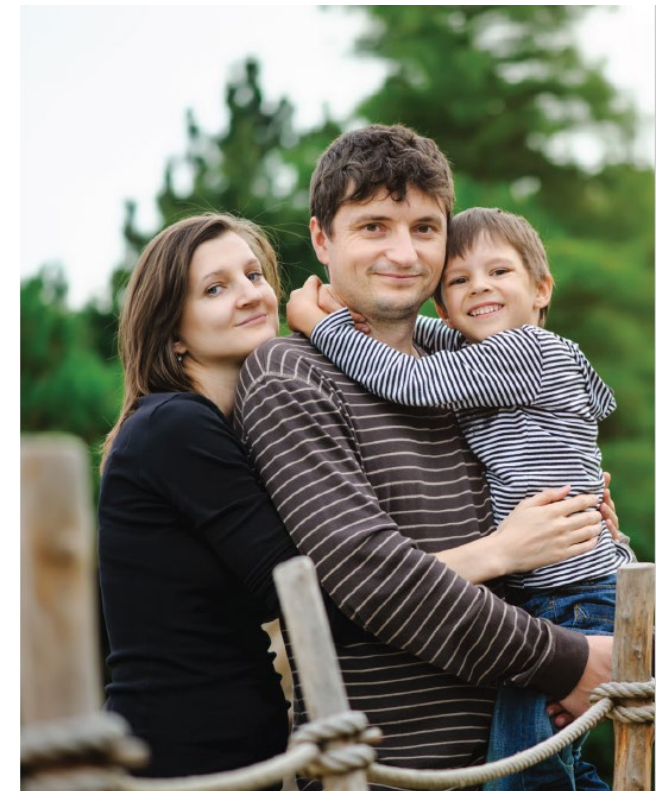
Maryborough

Tel 07 4121 5714
Mob 0418 206 516

Bundaberg

Tel 07 4339 3710
Mob 0403 403 774

 qld.vinnies.org.au



OUR COMMITMENT TO CHILDREN & FAMILY

We believe that all children have the right to live safely and be nurtured and supported to achieve their full potential. We believe that fundamentally all parents want to do the right thing by their children and we are committed to working with families and caregivers to help make this happen.

Sometimes things come up which make family life challenging. The St Vincent de Paul Society Child & Family Program provides a service which is committed to helping parents deal with these challenges, learn how to be the best parent they can be and enjoy good healthy and fulfilling relationships with their children, their families, and their communities.

OUR SERVICE

Our service involves visiting you on a regular basis, in your own home. During our visits we will listen to you and hear things from your point of view. We want to know what your main concerns are.

We will also talk to you about the concerns Child Safety Services have.

Then we will work with you, at your own pace, to come up with a plan to address these concerns so that you can move on, achieve your goals and get to where you want to be as a family.

We will regularly sit down with you and review your progress and check that we're heading in the right direction. Because we are funded by Child Safety Services we will also provide progress reports to the department.

We will always try to be honest with you about what we put in the reports as we believe that's the best way to achieve good results.

WHAT YOU CAN EXPECT FROM US

- To be honest and reliable, and to treat you with courtesy, respect and consideration, especially with regard to your personal beliefs or identity, age, culture, ethnicity, religion, disability or gender.
- To treat your personal information confidentially and always respect your privacy.

- To ask for your consent for any service prior to starting work with you.
- To make sure you understand the goals that we both agree you will work towards.
- To give you regular feedback on progress to address the concerns.
- To focus on your strengths and highlight all of the good things you already do as a parent.
- To encourage you to give us feedback and explain how to make a complaint if you're not happy with our service.
- To provide our services in accordance with the Queensland Government's Human Services Quality Framework and our own Duty of Care Statement, both of which are available on request.

WHAT YOU CAN EXPECT FROM US

- We will always be honest and upfront with you, so we ask that you try and do the same. That way we can work on the 'real' issues.
- To be available. Make your appointments a priority and let us know if something comes up that means you have to cancel so we can instantly reschedule another visit.
- To be willing to try new things. Everyone gets stuck from time to time, and change is never easy but even a few small changes to start with soon mount up.
- To take responsibility. We will do our best to help you. We will offer you encouragement and support, and point you in the right direction to receive other community support, but in the end they are your decisions to make.
- To persevere and practice. There is no 'magic wand' and there is no manual, but we will help you to be the best parent you can be!



OUR MISSION

The St Vincent de Paul Society aspires to be recognised as a caring Catholic charity offering a hand up to people in need. We do this by respecting their dignity, sharing their hope, and encouraging them to take control of their own destiny.