

WE VALUE YOUR FEEDBACK

Whether you have a positive comment or a complaint, we would like to hear from you. Any complaint made will be taken seriously and your privacy will be respected. All feedback is vital so that we can improve our service to you and others.

HOW TO MAKE A COMPLAINT

You can:

- talk directly to the staff member or volunteer
- ask to speak to a more senior staff member
- submit a complaint or feedback online at www.qld.vinnies.org.au/contact-us
- contact our call centre on our free call number 1800 846 643 (1800 VINNIES)
- Email us at state.admin@svdpqld.org.au
- Write to us at PO Box 3351, South Brisbane QLD 4101

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 a written record of it will be kept in a confidential Complaints Register.

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

In the end, if you're not happy with the outcome, you can call our Head Office on 3010 1000 and ask the Community Engagement Manager to help address your concerns. Should your complaint remain unresolved, the matter will be forwarded to the General Manager or Chief Executive Officer of the St Vincent de Paul Society Queensland



CLEMENTE BRISBANE PROGRAM

INFORMATION FOR STUDENTS & COMMUNITY

COST

There is no cost for this service.

CONTACT

To find out more about Clemente or register your interest as a student or volunteer:

- ☎ 07 3010 1083 or 0419 502 531
- 🌐 www.qld.vinnies.org.au/services/education-and-employment/clemente
- ✉ clemente.brisbane@svdpqld.org.au



Sisters of Mercy.



OUR COMMITMENT

St Vincent de Paul Society offers a variety of education and training services to those who face barriers to learning and employment. The following programs help empower people who are marginalised, disadvantaged or isolated to have the opportunity to re-engage in education and gain a qualification and a job.

OUR SERVICE

Clemente in South Brisbane operates in partnership with the Australian Catholic University (ACU), Sisters of Mercy Brisbane, and Micah Projects.

Students undertake a Certificate of Liberal Studies through ACU at no cost. Subjects such as Arts, Communication, Ethics, Political Science and Indigenous Australian history are offered. Two subjects are offered each year. Each subject is taught over a 12-14 week period with a two-hour lecture each week during University semesters and a further two hours for learning partner sessions.

On successful completion of four units, students are awarded a Certificate of Liberal Studies from ACU which

can be used to apply for University entrance. In addition, the program can:

- enhance your self-confidence
- improve communication skills
- promote a positive view of the future
- reduce social isolation and connect you to like-minded people
- enhance your understanding of active citizenship.

An integral part of the Clemente program, and vital to its success, is the support, guidance and assistance students receive from volunteer learning partners and mentors throughout the course of their study. Students also receive support from ACU services, and a Vinnies program coordinator who provides encouragement, advice and referrals as needed.

Volunteering

Learning Partners provide a critical mentoring role to students. By supporting and encouraging participants, Learning Partners can help build students' confidence, self-esteem and self-reliance. Contact us to find out more about being a Learning Partner.

WHAT YOU CAN EXPECT FROM US

- To be honest and reliable, and to treat you with courtesy, respect and consideration at all times
- To treat you fairly and without discrimination
- To provide you with support, including translation and interpreting services, so you can make decisions that are right for you
- To provide you with a quality, reliable service delivered by suitably skilled people
- To provide you with a safe and healthy environment within the service and our facilities
- To keep you informed on matters about you including your service rights
- To encourage you to ask questions, give feedback or make a complaint if you're not happy with our service
- To treat your personal information confidentially and to respect your privacy. If there are reasons why we might have to tell someone something about you, we will talk with you about this.

WHAT WE EXPECT FROM YOU

You can help us provide the best service for you by:

- Providing us with complete and accurate information about yourself and your situation
- Telling us if things change or if you cannot keep an appointment or commitment
- Acting respectfully and safely towards other people using the service, and towards staff and volunteers
- Providing us with feedback about our service and how we can work better. Your comments, ideas and opinions will help us improve the program
- Telling us if things change or you cannot keep an appointment or commitment
- Acting respectfully and safely towards other people using the service, and towards staff and volunteers.

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.

