

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 Coordinator, 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.

In the end, if you are not happy with the outcome, you can call our State Administration Office on 3010 1000 and ask for the Child and Family Manager to help you to 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 Communities, Child Safety, Youth & Women on 1800 080464 or the Queensland Human Rights commission on 1300 130 670.



TOOWOOMBA INTEGRATED FAMILY SUPPORT (TIFS)

Information for families

ELIGIBILITY

To be eligible, a family MUST:

- have children unborn to 18 years
- sign a consent and confidentiality form
- NOT have children under a current Child Protection Order.

REFERRALS

Access to this service can be by referral or families can contact the service directly.

Service Coordinator: 0427 837 112

CONTACT

Visit: www.qld.vinnies.org.au



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OUR COMMITMENT TO CHILDREN AND FAMILIES

We believe that all parents want to do the right thing for their children and we are committed to working with families and caregivers to help make this happen, even when sometimes things come up which make family life challenging.

The St Vincent de Paul Society QLD Toowoomba Integrated Family Support (TIFS) program is a free service that provides support to eligible families in the Toowoomba area through collaborative partnerships and specialist services.

The program serves to assist families with children on a range of concerns and challenges that they may be facing. We understand that every family is different and so are their needs. Our Members and staff are committed to assisting with tailored advice and guidance.

OUR SERVICE

Early identification, intervention and prevention are vital aspects of TIFS. The service is offered in partnership with local schools, and specialist community and Government services; to help children and their families access health and family support services for a positive change by:

- helping parents to locate services available to them in the local area
- providing parents with additional parenting skills
- working to reduce the number of children entering statutory care with the Department of Child Safety
- working with Government and community services to offer a holistic approach to children's care through collaborative case management
- helping children's challenging behaviours by providing support, skills and strategies for positive, lasting change through drama, play, sand and art therapy
- group work for both adults and children, and general support and home visits.

Our service involves visiting you on a regular basis in your 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 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. Visit us online at:
www.qld.vinnies.org.au/feedback



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.