HOW TO MAKE A COMPLAINT

Let your St Vincent De Paul Society QLD Support Worker 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 Head 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 the General Manager or Chief Executive Officer of SVDP Queensland.

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.

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.
- Live in the Toowoomba area

REFERRALS

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

CONTACT

Email: referral.twba@svdpqld.org.au
Service Coordinator: 0409 681 897
Visit: www.qld.vinnies.org.au

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St Vincent de Paul Society QUEENSLAND good works

TOOWOOMBA INTEGRATED FAMILY SUPPORT (TIFS)

Information for families

St Vincent de Paul Society QUEENSLAND good works

OUR COMMITMENT TO CHILDREN AND FAMILIES

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.

OUR SERVICE

Sometimes things come up which make family life challenging. The TIFS 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 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.

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.

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 out own Duty of Care Statement, both of which are available on request.

WHAT WE EXPECT FROM YOU

- To be honest. 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.