



INFORMATION HANDBOOK PINE RIVERS NEIGHBOURHOOD CENTRE



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As far as possible, the fact that a client has lodged a complaint, and the details of that complaint, will be kept confidential among the staff / volunteers directly concerned with its resolution. The client's permission will be obtained before any information is given to other parties that it may be desirable to involve in order to satisfactorily resolve the complaint.

Where a complaint relates to matters of an unlawful nature, this complaint will be passed on to the relevant authorities.

If you wish to take your complaint further or do not wish to involve PRNC directly, you can complain to:

Family and Relationship Services funded Clients contact the -

Department of Families, Housing, Community Services
and Indigenous Affairs National Office Complaints Team

Ph: 1800 624 035

Fax: (02) 6204 4587

Email: complaints@fahcsia.gov.au

Post: FaHCSIA Complaints, PO Box 7576, Canberra
Business Centre, ACT 2610

Department of Communities funded Clients contact the -

Complaints and Prevention Unit

GPO Box 806 Brisbane Qld 4001

(07) 3224 7179

complain@communities.qld.gov.au

About Pine Rivers Neighbourhood Centre

Pine Rivers Neighbourhood Association Inc. is a not for profit community owned and operated organisation for individuals and families in the Pine Rivers district, providing a flexible range of support services and information.

Pine Rivers Neighbourhood Centre responds to personal and community needs within a safe and welcoming environment.

The Centre provides a range of activities and services for individuals and families in four focus areas: Community Development, Legal Service, Family and Individual Support and Community Learning.

Our Mission

Enabling and encouraging individuals and families to take informed control of their own lives, and together enriching our community.

Our Vision

Connected, vibrant, resilient communities.

Our Operating Principles

In all its operations the Centre will embody the following principles:

Social Justice - no one will be discriminated against on the basis of education, religion, abilities, marital status, sexual orientation, health status or socio-economic status.

Respect - in all our interactions we will honour human dignity and rights, value people's potential, diversity and uniqueness, and validate their experience and perspective.

Self Determination - we will not assume that we know what is a perfect world for others, but will assist individuals and families to take informed control of their lives.

Partnership - we will work in collaboration with clients and the community, recognising their skills, strengths, resources, motivation, knowledge and qualities.

Transparency – we are committed to: decision-making processes that are based on consultation and collaboration with all stakeholders; the right of access to information about decisions; and the right of appeal for those affected by a decision, while respecting privacy and confidentiality.

Professionalism – we will work efficiently, effectively and appropriately, in accordance with professional and organisational standards.

Integrity – workers and management will uphold the mission and vision of the Centre, declare any conflicts of interest, and ensure that personal values and relationships do not impinge on the way they perform their duties.

Community Development - in all our services and programs, we will employ a developmental approach that builds on strengths and capacities, pursues equity and values diversity, encourages innovation and collaborates with partners.

Client Complaints

The Pine Rivers Neighbourhood Centre welcomes information and feedback from clients which will enable us to improve the quality of our services.

Clients have the right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with fairly, promptly and confidentially.

The complaint is to be put in writing using the **Client Complaint Form**.

Management Committee will be informed by the Director immediately upon receipt of the complaint. The Director will contact the complainant within five working days of receipt of complaint to discuss what action is proposed / has been taken, and will seek feedback on the complaints procedure.

If the complaint is not resolved to the complainant's satisfaction, the Director will notify the Management Committee who will contact the complainant to seek a resolution and take all steps possible to address the complaint. The complainant will be kept fully informed of the resolution process.

If, after following the above procedures, the complaint remains unresolved, the client can take the complaint to other authorities, as appropriate.

Client Complaints continued

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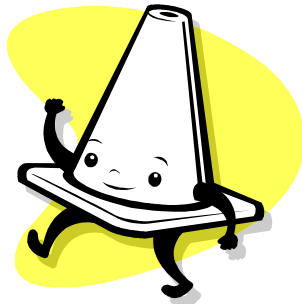
Workplace Health and Safety

Health and safety is a major priority at the Neighbourhood Centre. We aim to provide a safe environment where clients, staff and volunteers may engage without fear of accident or injury.

Everyone has a role in ensuring the Neighbourhood Centre is a safe place for all, by:

- following workplace health and safety directions and procedures
- being aware of the location of exits from the building refraining from aggressive or threatening behaviour

In an emergency evacuation, the marshalling area is on the lawn on the opposite side of Francis Road.



Interpreting Service

Where it is identified that there may be difficulty communicating with a client in English, staff can arrange to access free telephone interpreting services from the Commonwealth Government.

Your Rights

Your Rights	Our Responsibilities
<i>As a client of the Neighbourhood Centre you have the right to:</i>	<i>In providing service to you, we have a responsibility to:</i>
Be treated with respect, dignity and consideration.	Honour you as a person, and treat you with courtesy and consideration.
Be safe and feel safe.	Provide a safe environment for you when you access our services.
A professional service.	Ensure that all our workers are well trained and work in accordance with our mission, vision and values.
Be informed about what services are available.	Provide you with accurate information about our services and programs.
Be assessed to receive services without discrimination.	Offer the services we are funded to deliver without discrimination.
Choose what service you will receive.	Respect the choices you make about services.
Refuse assessment or service.	Respect the decisions you make, including your decision not to refuse some services.
Have your philosophy and values respected.	Respect your philosophy and values, even when these differ from those of the Centre.
Have a support person present when you access our services.	Work cooperatively with you and your support person in the provision of services.
Express your views and ideas, make comment, or complain.	Ensure that you are aware of our complaints procedure, and have access to relevant forms and assistance if you want to lodge a complaint or provide feedback on the service you receive.
Confidentiality and respect for your privacy.	Follow strict procedures to ensure your confidentiality and privacy, except where these rights may be overridden by legal or safety considerations.
Have access to your own records following established procedure.	Provide you with information about how to access your records, and the circumstances in which access may be refused.

Our Rights

Our Rights	Your Responsibilities
<i>In providing service to you, we have the right to:</i>	<i>As a client of the Neighbourhood Centre you have a responsibility to:</i>
Expect you to act in a safe manner when you access our service.	Respect the right of our staff to work in an environment that is free from harassment, and the right of other clients to access our services safely.
Expect you to provide us with the information necessary for us to assist you.	Provide all the relevant information to enable staff to provide assistance required.
Expect you to take responsibility for the consequences of any decisions you make.	Accept the results of any decisions you make.
Expect your participation and contribution to the service or program you have accessed.	Be an active participant in the service or program you are accessing.
Expect you to let us know when you cannot attend a pre-arranged appointment.	Keep appointments and tell us beforehand if unable to do so.



Confidentiality

Pine Rivers Neighbourhood Centre has policies and procedures in place to ensure that your privacy and confidentiality is protected, unless there are serious moral or legal requirements to the contrary. All management committee members, staff, volunteers and students are bound by a Declaration of Confidentiality.

At all times the Neighbourhood Centre will aim to balance the rights of clients to maintain control over their personal information with its various moral, legal, and professional obligations.

Only information that is necessary and directly related to the service being provided by the Neighbourhood Centre will be collected from you.

Individuals have a general right of access to their own personal information after their identity is confirmed, and the right to have that information corrected if it is inaccurate, incomplete or out of date.

The preferred way to access information is in consultation with the appropriate service provider/Focus Area Manager. The request is to be put in writing using the **Client Request to Access Information Form**. The request will be considered by the Director and, if there are no legitimate barriers to accessing the information, the information will be made available to you. If retrieval from archived material is required a cost may be incurred.