

OUR SERVICES

Family Support - Early intervention casework support for families living in the Gunnedah Local Government Area. Support includes advocacy, referrals and parenting programs.

Homelessness Services - Case management support to families and individuals experiencing, or at risk of homelessness who are located in the Gunnedah Local Government area.

Supported Playgroups - We deliver a weekly supported playgroup in Curlewis and a Multicultural playgroup in Gunnedah.

Domestic and Family Violence - Case management, safety planning, referrals, education and support for individuals and families impacted by domestic and family violence.



WE EXPECT THAT YOU WILL:

- **Be respectful** of others, including staff, volunteers and other clients in person and on social media.
- **Participate actively** in your service.
- Do not present to Gunnedah Family Support under the influence of drugs or alcohol.
- **Maintain confidentiality**, including on social media.
- **Be honest** about yourself and your situation.
- Not record or post interactions with Gunnedah Family Support staff.

Failure to fulfil these responsibilities may result in a restriction or withdrawal of services.

WHAT YOU SHOULD EXPECT FROM US:

- That your rights and responsibilities will be explained to you before you receive a service from us.
- To be treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, personal values, age, disability and economic status.
- That your personal privacy will be respected and confidentiality protected, except where we have a legal obligation, as outlined in our consent document. We will explain to you what this means when you use our service.
- That we will work with you to identify your needs and develop a support plan that may involve other agencies if needed.
- That we are aware of our WHS responsibilities and actively work to ensure a safe environment and have systems in place to ensure you are protected from harm
- That we will, from time to time, ask about you experience in order to improve the services we deliver.

If these standards have not been met, you have the right to make a complaint. We will respond to complaints in a confidential, respectful and timely manner, in line with our policies and procedures.



In Case of an Emergency:

Link2Home 1800 152 152

Domestic Violence Line 1800 656 463

Sexual Assault and Domestic and
Family Violence Counselling Service
1800RESPECT 1800 737 732

Child Protection Helpline 132 111

Parent Helpline 1300 130 052

Kids Helpline 1800 551 800

Lifeline 131 114

Gunnedah Police 6742 9099

Gunnedah Hospital 6741 8000

Rape Crisis Service 1800 424 017

Police/Fire/Ambulance 000

REACH US

Office: 206 Conadilly Street
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GUNNEDAH FAMILY SUPPORT

CLIENT CHARTER



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