

Our Service Standard's continued...

- ❖ We will provide you with a range of suitable referral and support options so you can make a decision on which service you prefer to work with.
- ❖ We aim for you to feel safe and we will have systems in place to ensure protection from harm.
- ❖ You can expect our service to meet health and safety requirements
- ❖ You will receive the same quality and level of service regardless of your gender, religious, cultural or linguistic background, sexual orientation, age, disability, or family status.
- ❖ We will regularly ask for your opinions, and seek suggestions on the services we offer.
- ❖ If you have a child under 16 years, you have the right to have their needs considered and linked to suitable responses.



How to Contact us

PO Box 114

Gunnedah NSW 2380

Email: info@gfsi.org.au

Web: www.gunnedahfamilysupport.org.au

Gunnedah Family Support Office

206 Conadilly Street,

Gunnedah NSW 2380

Phone: 02 6742 1515

Fax: 02 6742 1553



GUNNEDAH FAMILY SUPPORT
Strengthening and Supporting Families and Our Community



Client Charter



*Strengthening and
Supporting Families and Our
Community*



Gunnedah Family Support provides the following services:

- *Family Support* – we provide support, advocacy, advice and referrals for families dealing with a range of issues as well as providing programs and courses
- *Homelessness Services* – we deliver emotional, practical and physical support for families and individuals who are homeless or at risk of becoming homeless
- *Children's Services* – we provide services to families with children including supported playgroups in Gunnedah and other smaller communities in the area.

We will work with you to make sure you receive the best possible service. We are committed to working with you in a respectful way that protects your dignity, is fair, and does not discriminate.

As a client of Gunnedah Family Support, you have a responsibility to:

- be respectful of others, including staff, volunteers and other clients
- be respectful of the organisation's property
- be an active participant in your service
- participate in the service in a fit state (not under the influence of drugs or alcohol)
- maintain confidentiality regarding information about other clients or participants in groups or programs
- provide accurate information about yourself in order to receive the best service.



OUR SERVICE STANDARDS

- ❖ You will be treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic status.
- ❖ Your personal privacy will be respected and confidentiality protected, except where we have a legal obligation, and we will explain to you what this means when you use our service.
- ❖ You have the right to use our service if it matches your needs and what we are funded to provide.
- ❖ We will work in partnership with you to identify your needs and develop a plan with you and other agencies to meet your needs.
- ❖ You have the right to put forward a complaint and we will respond in a confidential, respectful and timely way.
- ❖ We will inform you of your rights and responsibilities when you receive a service from us.
- ❖ You will be provided with opportunities to take an active role in the decision-making processes of our service.