

Strengthening Family Connections has a responsibility to our clients to ensure their safety and prevent harm whenever possible:

- SFC is committed to providing a safe, secure and positive environment for people using the service
- Clients have a right to be protected from harm to their safety or wellbeing and SFC staff will use their professional skills and experience to decide on what actions they should take in each situation of potential harm
- Information and feedback from clients will assist with improving the quality of services provided.

Strengthening Family Connections is transparent in all areas of service delivery and will keep you informed about your service rights:

- At the intake meeting you will be informed that SFC will not share any information unless you provide informed written consent
- SFC clients are informed about the types of information collected
- Your personal information is confidential and staff are aware of their responsibilities in relation to the implementation of Livingstone Shire Council Policy & Procedures for Record Keeping, Privacy and Right to Information
- The only occasion when personal information may be disclosed to an external person or agency is when it is required to do so by law or where a duty of care, in relation to the safety and wellbeing of the client and/or any other persons could arise
- In such an exceptional circumstance the need to uphold confidentiality can be overridden however as part of SFC's service delivery this will be discussed with you whenever possible.

Strengthening Family Connections feedback, complaints and compliments:

- SFC clients are provided with a copy of the SFC Clients Complaints Procedure and there is discussion on how to make a complaint or compliment at the intake meeting
- SFC welcomes information and feedback from client as this will assist with improving the quality of services provided. Clients have the right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly
- Clients also have the right to use an advocate of their choice to negotiate on their behalf with the staff of SFC
- Alternatively, if clients are not satisfied with the outcome they can make a complaint to the funding body; Department of Child Safety, Seniors and Disability Services on (07) 4848 4305 or write to PO Box 1503, Rockhampton QLD 4700.
- Clients also have the also have the right to complain to the Queensland Ombudsman on 1800 068 908.

Strengthening Family Connections Clients Responsibilities:

- To act respectfully and safely towards other service users and staff
- Telling us if you cannot keep an appointment
- We welcome and encourage feedback that will improve our levels of service delivery.

How to contact Us

You can

Self refer or be referred from other agencies.

Drop in

Monday to Friday | 8am - 5.30pm
35 William St. (behind Yeppoon Library)

Call us

07 4913 3830 for enquiries, referrals and appointments

Email us

sfc@livingstone.qld.gov.au

Visit our webpage

www.livingstone.qld.gov.au



Client Service Charter

Strengthening Family Connections





Strengthening Family Connections (SFC)

Operates from a strengths based framework and the delivery principles that guide the service are:

- Acknowledgement that all families need support, while some get it through their own informal networks others need to have access to additional services
- Affirming and strengthening families' social, cultural and community identities
- Staff and families work together in relationships based on respect and trust
- Provision of a confidential and professional service
- Assisting families to take control of factors that will enhance their independence and self-reliance
- Flexible and responsive to emerging family and community issues
- Being part of the local community and contributing to community-building
- A range of strategies and approaches will be used to support equitable access for individuals and families.

This charter outlines

- The commitment of SFC towards provision of quality services and effective communication
- A brief description of SFC including operating hours and office location
- The various ways in which you can contact the service
- The standard of service you can expect from SFC
- Your rights and responsibilities within SFC
- Information on Feedback, compliments and complaints.

Strengthening Family Connections Service Delivery Model

- SFC embraces a holistic approach in supporting vulnerable families with children 0-18 years living on the Capricorn Coast.
- Family support and Strengths Based case management services are offered at no cost to families to strengthen their capacity and resilience to resolve challenging life circumstances
- SFC adheres to the premise that families are often doing the best they can. Our hope is to strengthen families in maintaining the wellbeing and safety of the family unit.

Strengthening Family Connections works under Strengths Based principles:

- The strengths approach is a philosophy for working with people to bring about change
- It is an approach that is primarily dependent upon positive attitudes about people's dignity, capacities, rights, uniqueness and commonalities
- It emphasizes people's ability to be their own agents of change by creating conditions that enable them to control and direct the processes of change they engage in
- It creates conditions that enable people to mobilize their strengths and capacities in the process of change
- It provides and mobilizes resources in a way that complements people's existing strengths and resources as opposed to compensating for perceived deficits
- It acknowledges and addresses power imbalances between people working in human services and those they work with
- It seeks to identify and address social, personal, cultural and structural constraints to people's growth and self-determination
- It acknowledges and addresses power dynamics, cultures and structures in organizations that are incongruent with socially-just practice.

Strengthening Family Connections is committed to providing the best possible service, this includes respecting your right to:

- Be treated with dignity and respect. We will respect you, your life style, your culture and values and the decisions and choices you make
- Be informed about what services are available
- To receive services without discrimination
- To privacy and confidentiality
- To express your own views and ideas
- To have someone to speak on your behalf
- To have access to your records. Information is transparent and folders are client owned and all information is shown at each session to you
- Complaints dealt with fairly, promptly and without retribution. You may involve an advocate of your choice to represent your interests.

Strengthening Family Connections will assist you with access to the best possible service:

- We will provide access to an interpreter if you require one
- We will provide clear information and support so you can make the decision right for you
- SFC is a voluntary service and you have the right to refuse to be involved
- As part of our Strengths Base Case Management Model, we can also explore with you other kinds of support if needed.
- The SFC Client Service Charter is provided to clients at the intake meeting and a copy is located on the reception counter.

Strengthening Family Connections will deliver high quality, reliable services:

- SFC Staff are highly skilled and work from the premise that clients are partners in the change process and acknowledges people's own expertise and believes that most families are committed to do well for their children
- SFC Staff work with families to improve the well-being and safety of children, young people and their families through building upon the capacity of families to care and protect their children and strengthen family relationships
- SFC Staff recognise the cultural, social and economic context of the family and delivers a holistic Strengths Based case management service
- Staff and families work together in relationships based on equality, trust and respect to enable families to build on their own strengths and capacities.

