



# the family centre

making change achievable

## Welcome to The Family Centre Information for Participants

### About The Family Centre

Life and relationships can get difficult for all of us at times. The Family Centre's services are for children, young people, and families, and anyone in a family relationship.

During difficult times, we can assist with accurate information and referral to the services you may need. We can also help you to set goals and make plans to achieve them, develop life and relationship skills and the knowledge you need to resolve individual, family and community concerns. No matter how big or small your problems may be, you can talk with us.

At The Family Centre, we place you at the centre of planning and decision making. Our staff can directly support you to make choices that best meet your needs and aspirations, or with the assistance of interpreters, advocates and appropriate written / visual materials.

We work together with our community to design activities that increase and strengthen family and community connections and we work with people to make the changes they want in their life.

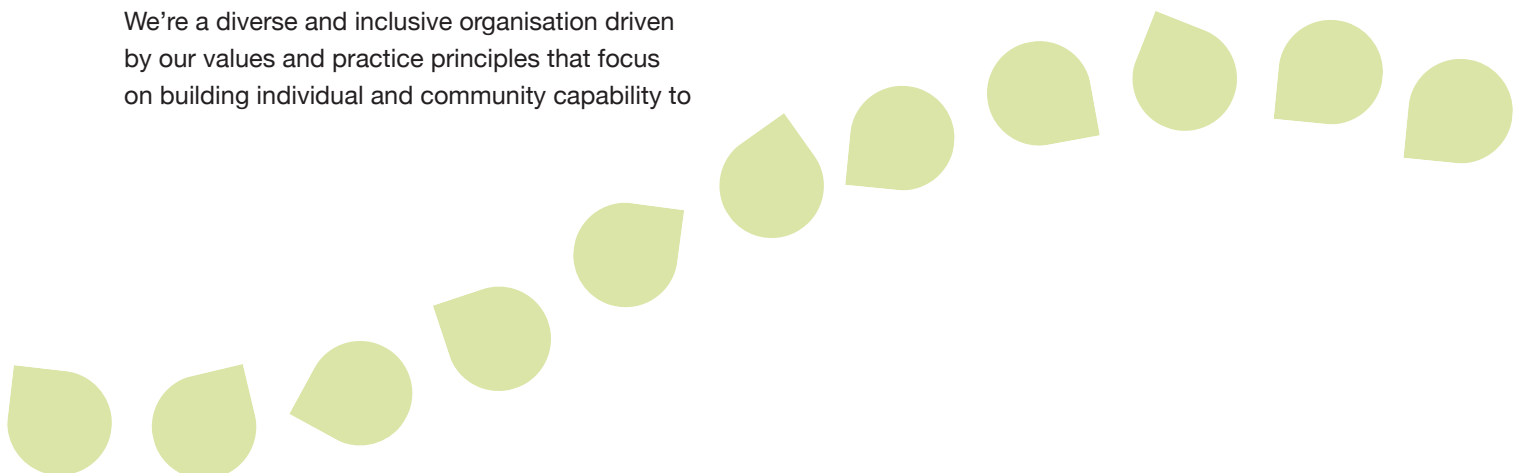
We're a diverse and inclusive organisation driven by our values and practice principles that focus on building individual and community capability to

develop solutions to social problems. Everyone has the ability to make a positive contribution to their community, and we support the identification and expression of this contribution for the benefit of all.

In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change. We encourage and inspire people to make the changes they want for themselves, their family and their community.

We welcome all cultures at The Family Centre. If you have any particular cultural or other needs, please let us know.

The Family Centre is a local social purpose, community owned organisation established in 1988 and based on the North Coast of NSW.



## What we all want for our community

CHILDREN ARE HAPPY AND SAFE

YOUNG PEOPLE ARE CAPABLE AND RESILIENT

RELATIONSHIPS ARE CARING AND RESPECTFUL

OUR COMMUNITY IS STRONG AND VIBRANT

All of our programs are designed to work together with participants to make the changes they want in their life circumstances in one or more of the following areas:

- Safety
- Family Relationships
- Health and Wellbeing
- Community Connections and Culture
- Education and Skills
- Economic Wellbeing
- Housing
- Contribution to Community

To make these changes we work together with participants and community to set and achieve goals related to life circumstances in the following areas:

- Knowledge
- Skills
- Behaviour (actions)
- Choice, control and confidence to make our own decisions
- Connection with community supports including relevant services (including during difficult times)
- Building community capacity

## Practice Principles

At The Family Centre you can expect a consistent and high quality service that is informed by the following principles:

### **FOCUS ON THE WELLBEING OF CHILDREN AND YOUNG PEOPLE:**

We prioritise the rights, needs and wellbeing of children and young people.

### **ECOLOGICAL APPROACH:**

We consider the interaction of the personal, social, cultural, economic and policy contexts that impact on individuals and families.

### **EVIDENCE AND EXPERTISE:**

Our practice is evidence-informed and inclusive of the wisdom of both the people we work with and our team. We carefully measure our performance to improve practice.

### **BUILDING RELATIONSHIPS:**

We build and promote respectful, trusting and caring relationships.

### **PARTICIPATION AND CONTRIBUTION:**

We create opportunities for individuals and families to be actively involved in decisions that affect their lives. We encourage people to participate in community life and to contribute to the wellbeing of others.

### **COLLECTIVE IMPACT:**

We use a structured and inclusive approach that brings the community together to focus on a common agenda to address complex social problems.

### **STRENGTHS AND SOLUTIONS:**

Our work encourages people and communities to build upon their strengths and focus on solutions.

# How will The Family Centre use your information?

We reflect on our practice to improve the quality and impact of our work.

The Family Centre is committed to protecting and upholding your privacy. We conform to the Federal Privacy Act (1988) and the Australian Privacy Principles in protecting your privacy. We only collect, update and keep information that is relevant and necessary to our work. We securely store, archive and dispose of records. Anything you tell our staff is strictly private and confidential. We will only disclose personal information if you give permission or if required or authorised to by law, for example, to protect someone from harm.

Please see The Family Centre Privacy Statement for further details of how we manage your personal information. This is available from the front desk, your

worker or the TFC website [www.thefamilycentre.org.au/](http://www.thefamilycentre.org.au/) publications.

You can request access to your records by asking your worker or by contacting:

## Senior Manager Community Services

By phone: 1800 211 154

By email: [info@thefamilycentre.org.au](mailto:info@thefamilycentre.org.au)

via our website contact form at [www.thefamilycentre.org.au](http://www.thefamilycentre.org.au)

By letter: PO Box 6301 Tweed Heads South, NSW 2486

To make a complaint about a breach of privacy by The Family Centre, see information about concerns, complaints, compliments and suggestions below.

## Concerns, complaints, compliments and suggestions

We are committed to improving our services and invite you to provide feedback, or participate in service design discussions. If you would like to know more about opportunities to contribute to the design and delivery of our services, please talk with one of our staff.

You can visit, telephone, email or write to us, to tell us what you think.

If you have a concern or want to make a complaint, in the first instance please raise the matter with the staff member you have been dealing with. If you are not satisfied with the result, you should raise the matter with:

You are welcome to choose an advocate or support person, or request an interpreter, to assist you to make a complaint or provide feedback.

Any complaint will be directed to the relevant manager, who may contact you for further information. The manager will inform you by letter within 2 weeks of what is being done. You can expect that your complaint will be resolved within 4 weeks.

### Director People and Quality

By phone: 1800 211 154

via our website contact form at [www.thefamilycentre.org.au](http://www.thefamilycentre.org.au)

By letter: PO Box 6301 Tweed Heads South, NSW 2486



If you are not satisfied with the response provided by The Family Centre regarding a complaint you can contact:

**For Department of Social Services funded services**  
[www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/complaints-page](http://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/complaints-page)

**For NSW funded community services**  
[www.ombo.nsw.gov.au/what-we-do/our-work/community-and-disability-services/complaints-about-community-and-disability-services](http://www.ombo.nsw.gov.au/what-we-do/our-work/community-and-disability-services/complaints-about-community-and-disability-services)

**NDIS Quality and Safeguards Commission**  
Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
<https://www.ndiscommission.gov.au/about/complaints>

#### The Ombudsman

Toll free: 1800 451 524  
Phone: (02) 9286 1000  
Website: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

If you are not happy with the way we have handled your personal information, you can contact the:

**Office of the Australian Information Commissioner (OAIC)**  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
GPO Box 5218 Sydney NSW 2001

## Your Rights and Responsibilities

### YOU HAVE A RIGHT TO:

- be respected and treated with care
- have your story heard and kept private in accordance with relevant laws
- be provided with correct information, appropriate to your needs
- view information we keep about you, unless restricted by privacy laws
- participate in all decisions concerning you and your family
- receive all relevant information about the service and any limitations
- be informed about service response times and any fees
- be supported by and receive advocacy from staff
- have all complaints heard and receive a response in a timely and fair manner

### YOU HAVE A RESPONSIBILITY TO:

- keep private information about staff and other people accessing The Family Centre
- be respectful of staff and other people who access The Family Centre
- not be affected by alcohol or drugs when in contact with The Family Centre staff or activities
- let us know if you are unable to keep an appointment
- let us know if you have any concerns or complaints about staff or the support we are providing you with



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Unit 1/14 Amber Rd, Tweed Heads South NSW 2486 (PO Box 6301) • Phone: 1800 211 154 • Email: [info@thefamilycentre.org.au](mailto:info@thefamilycentre.org.au)

TWEED HEADS • SOUTH TWEED HEADS • MURWILLUMBAH • BALLINA

[www.thefamilycentre.org.au](http://www.thefamilycentre.org.au)