

WHAT TO DO IF YOU ARE UNHAPPY WITH OUR SERVICE?

Sometimes even when we are trying to do our best, things may not be ok for you.

We would like you to know that we welcome your feedback on any issue that you may have with the service that is provided to you.

If you would like to make a complaint we would also like to assure you that your service will not be affected at The Community Place.

How to make a complaint?

If you feel comfortable you may like talk to a worker that you know at The Community Place to discuss your issue.

You may also like to fill out a **Complaint Form**. These are available in reception or from a staff member. This will be then submitted to the Manager who will review the official complaint and determine if it needs to be referred to our Management Committee.

Once we have received your form we will respond to your complaint within 5 working days.

If the complaint needs to be taken to our Management Committee we will ensure that your complaint is resolved within 28 days of their next meeting.

Feedback about your experience is one way in which we can provide better services to the local community.

**The Community Place
acknowledges The
Department of
Communities, Child Safety
and Disability Services
For providing a financial
contribution to the
operation of our services
and programs.**



Funded by



**20 Clark Street Kalinga
33 Teevan Street Stafford**

PO BOX 148 LUTWYCHE 4030

www.thecommunityplace.com.au



COMMUNITY MEMBER INFORMATION BOOKLET



20 Clark Street
Kalinga
3857 1152

OUR COMMITMENT TO YOU

Welcome to The Community Place.

We hope that your time here at our Centre is a positive and empowering experience.

WE ARE A
COMMUNITY

WHO WE ASSIST

We assist all community members who live, work or have a connection to the Inner Northern communities of Brisbane. In some programs, our service can give priority to those who may experience social exclusion in their lives.

The Community Place is committed to ensuring that you are aware of opportunities for choice and participation.

Our Mission is to actively work to provide a connected, responsive and inclusive service; and expand social, cultural and community wellbeing.

YOUR RIGHTS

We will

- Act honestly, ethically and with professionalism at all times
- Treat people with courtesy and understanding
- Be sensitive to cultural and linguistic diversity
- Ensure that our service is accessible by taking into account the location of the centre, the physical activities provided and the opening hours
- Respond promptly to your request for service
- Recognize your rights to dignity, respect, privacy and confidentiality
- Respond to your requests for information in a way that is easy to understand.

The Community Place has a range of current Policies and procedures to ensure that our values of empowerment, collaboration and equity are upheld. We are happy to provide you a copy of these at any time.

We treat your personal information with respect, which means we will not pass your personal information on to others, unless they have your permission in writing.

However in some circumstances we may need to contact others for example if we are concerned for your safety or the safety of your children for example.

Any personal information that we keep about you, such as your address and telephone number is kept in a password protected computer or in a locked filing cabinet.

YOUR RESPONSIBILITIES

You can help us by:

- Letting us know if you have any particular problems or needs
- Giving us the right information
- Letting us know if you are unable to make an appointment or a class
- Let us know if you details change
- Act courteous to staff and volunteers and other community members

The above information forms part of our Client Services Charter. Please ask one of our friendly staff if you would like a copy of this.

DATA THAT WE COLLECT MAY PROVIDED TO THE DEPARTMENT OF COMMUNITIES IS GATHERED FOR THE PURPOSE OF ENSURING THAT SERVICE USERS ARE