

Client Service Charter

The Client Service Charter outlines your rights, how you will be treated, and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. Clients will be made aware of this Charter upon contracting Wilsonton Heights Neighbourhood Centre's services, either in hard copy or online.

About us

The Wilsonton Heights Neighbourhood Centre is a non-profit organisation, that services Toowoomba's North-West such as Wilsonton Heights, Rockville, Newtown, Wilsonton and outlying regions. Safer Toowoomba Regional Partnerships Inc. facilitates the management of the Neighbourhood Centre and is funded by the Department of Families, Seniors, Disability Services and Child Safety.

The Wilsonton Heights Neighbourhood Centre was established in 2007 to provide assistance and ongoing support for a community that has a number of social, cultural and economic challenges. We are committed to assisting all vulnerable members of the community, with programs for:

- seniors
- early years
- school aged children
- youth at risk
- people living with a disability
- individuals
- families

Ask our Staff or Volunteers if you would like to know more about our services.

Our commitment to you

Wilsonton Heights Neighbourhood Centre is committed to providing the highest quality services we can and will work with you to ensure you get the support and specialist services that are available and right for you.

What you can expect from us

Staff and Volunteers will uphold the values and mission of Wilsonton Heights Neighbourhood Centre to deliver services most appropriate to your requirements.

When you are in contact with our organisation, we will:

- Treat you with respect at all times
- Treat you fairly and without discrimination
- Provide you with sufficient information about the service and its terms of use
- Inform you of your rights and responsibilities
- Provide a safe and healthy environment within the service and its facilities

- Respect your privacy and confidentiality.
- Ensure you don't face physical, sexual, emotional, or verbal abuse
- Protect your personal information and only use it for the right reasons.
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services if needed
- Tell you how to provide us with feedback on our service and how to make a complaint
- Ensure your complaints are dealt with fairly and promptly

How you can help us

You can help us provide a quality service if you or your support person:

- Provide us with complete and accurate information about yourself and your situation
- Tell us if things change or you cannot keep an appointment or commitment
- Act respectfully and safely towards other people using the service, and towards Staff and Volunteers
- Provide us with feedback about our service and how we can work better.

How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Wilsonton Heights Neighbourhood Centre's services.

We also want to know if you are not happy with the service you have received or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf. You can give this feedback by:

- Completing our Complaints and Feedback Form
- Talking directly to a Staff member or Volunteer
- Asking to speak to the Centre Manager
- Contacting our Management Committee Chair or Secretary by mailing your complaint to:

The Secretary
Safer Toowoomba Regional Partnerships Inc.
PO Box 3021
TOOWOOMBA QLD 4350

How we manage complaints

We want to resolve complaints openly, honestly, and quickly.

We will acknowledge your complaint and respond within five working days.

If you are not satisfied with our resolution of your complaint, you may contact the Department of Families, Seniors, Disability Services and Child Safety:

- <https://www.families.qld.gov.au/contact-us/compliments-complaints>
- Call: 1800 491 467

Or you can contact an independent body such as the Queensland Ombudsman at
<https://www.ombudsman.qld.gov.au/make-a-complaint/makecomplaint>

How you can participate

We encourage our clients to participate in, and exercise choice over service decisions.

We will ensure you are aware of and understand the services we provide.

We are committed to supporting clients to make choices and participate in decisions by using interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies, where needed.

Commitment to keeping children safe

At Wilsonton Heights Neighbourhood Centre every child has the right to be safe and feel safe. We commit to the safety and wellbeing of every child in our care, including the cultural safety of Aboriginal and Torres Strait Islander children, and children from culturally and linguistically diverse backgrounds.

To keep children safe, we commit to:

- implementing the ten Child Safe Standards
- providing a safe and supportive environment for all children
- making sure that children are not exposed to any form of harmful conduct or abuse
- empowering children to participate in decisions that affect them and share any concerns they may have
- making sure children know who to approach if they feel unsafe or have any safety concerns.

As a child safe organisation, we commit to:

- educating everyone involved in our organisation about what it means to be a child safe organisation, so that we can prevent, detect and effectively respond to child abuse
- making sure everyone involved in our organisation knows how to appropriately respond to complaints, allegations, disclosures and breaches to our Child Safe Code of Conduct
- welcoming feedback to continuously improve our child safe policies, procedures and practices
- making sure that when family and community members interact with our organisation, they are aware that the safety of children is everyone's responsibility, and their behaviour aligns with our child safe practices.

Contact Us

Wilsonton Heights Neighbourhood Centre
14 Wine Drive, Wilsonton Heights
(07) 4634 7672

Open Monday to Friday
9:00am-4:00pm