

## TO OUR CLIENTS



Northside Connect (NCI) which operates the Nundah Neighbourhood Centre (NNC), the Brisbane North Community Legal Service (BNCLS) and the Domestic Violence and Family Law Clinic (DV&FLC) is committed to ensuring that all individuals accessing the service are aware of their rights and responsibilities and receive a consistent and equitable response from other clients, staff, volunteers, students and visiting services.

### Clients have the RIGHT to:

- Be treated with fairness regardless of gender, race, religion, disability, cultural and linguistic background or age.
- A safe, secure and comfortable environment whilst using the service.
- Be treated with honesty, respect, dignity and regard for their privacy and confidentiality.
- Be provided with accurate information to make informed decisions and choices about the services they receive.
- Professional, high quality services, appropriate to their needs and circumstances.
- Support that takes into account lifestyle and cultural differences and to be an active partner in the services provided.
- Receive services regardless of their financial circumstances.
- Pursue a complaint or grievance about the service without fear of retribution or loss of service and to have that grievance resolved in a timely and appropriate manner in accordance with the Complaints Policy.

### Clients have a RESPONSIBILITY to:

- Respect other people's rights to a safe, secure and comfortable environment and actively contribute to ensuring this occurs
- Treat other clients, staff, students, volunteers and visiting services with respect and consideration.
- Respect other people's rights to privacy and confidentiality.
- Be on time for appointments and provide all information necessary for the provision of services
- Follow the programs' policies and procedures as they relate to clients and access to services.

Clients who do not adhere to their responsibilities in accessing a service with NCI may be asked to undergo a review of support prior to being offered further services. In circumstances where the breach is having an immediate impact on service delivery e.g. where someone is threatening violence, consuming alcohol or illicit drugs on premises or behaving in an abusive or intimidating manner the client will be asked to leave the premises immediately.

All reviews of service provision and final decisions regarding continuation of support will be undertaken by the Coordinator in consultation with relevant staff and the Management Committee.

### WE WELCOME FEEDBACK

NCI welcomes effective and constructive feedback from clients and is committed to providing opportunities for all clients to do so. Negative feedback is taken as such and is not considered a complaint unless the person giving feedback indicates they wish to undertake a formal complaints process as per NCI Complaints Policy.

To provide the NNC, BNCLS or DV&FLC with feedback, please fill out our feedback form and place in the anonymous feedback box. You are welcome to leave your details on the form if you would like us to contact you regarding your feedback though this is optional. In the instance of language/ writing/ hearing/ reading difficulties that may inhibit your ability to write down your complaint, we will provide other opportunities or an interpreter to provide us with your feedback. Your feedback will be compiled and used to change and develop service delivery techniques.

### FORMAL COMPLAINTS

A concern becomes a complaint when a services user, stakeholder or other person:

1. Indicates they wish to pursue the matter through the formal complaints process; or
2. The matter is not resolved informally to the satisfaction of the concerned person and that person indicates they wish to pursue the matter further

NCI will endeavor to resolve all concerns or complaints quickly, in a confidential manner, with regard to the rights of all parties and without retribution.

For further information see our Complaints Policy available on request or on our website: [www.northsideconnect.org.au](http://www.northsideconnect.org.au)

### To make a formal complaint:

1. Discuss your complaint with a staff member or representative of NCI
2. If you wish to continue, you can do so either in writing or through a formal meeting with the Coordinator or Principal Solicitor. (If your complaint is about the Coordinator and or Principal Solicitor and you do not wish to discuss your complaint with them, you may go straight to step 3)
3. If after following the above 2 steps you are still unsatisfied, you may address your complaint to the Executive of the Management Committee. You should mark your correspondence with "Confidential" and address as below;

*Private and Confidential*  
**The President**  
**Northside Connect Inc**  
**PO Box 386**  
**Nundah Qld 4012**

4. If you are dissatisfied with the outcomes of the internal process, or if you have grievances you feel unable to express to NCI's staff or Management Committee, you have the right to express these with an external party. Concerns can be addressed to the following;

#### **NNC Matters:**

*Private and Confidential*  
**CSO for Northside Connect Inc.**  
**Dept. of Communities**  
**PO Box 2186**  
**Windsor Qld 4030**

#### **BNCLS and DV&FLC Matters:**

*Private and Confidential*  
**Legal Aid Queensland**  
**State Program Manager**  
**GPO Box 2449**  
**Brisbane Qld 4001**

