

# SARINA

## NEIGHBOURHOOD CENTRE

**This Sarina Neighbourhood Centre Client Services Charter outlines the commitment to clients in delivering services through the Centre. This Charter ensures that these services are delivered in a manner that complies with**

**Mackay Regional Council policies, including the State Government's Human Services Quality Framework.**

## OUR SERVICES

**The Sarina Neighbourhood Centre promotes community engagement and connectedness, along with the provision of:**

- access to services for vulnerable community members;
- programs, services and activities including information, advice and referral; and
- community/community centre-based development and support activities.

## OUR COMMITMENT TO OUR CLIENTS

### Access and Eligibility

The Sarina Neighbourhood Centre is committed to making our services available in a fair, transparent and non-discriminatory manner and that the people seeking access to these services are prioritised and responded to within available resources.

If the Centre is unable to provide a service due to ineligibility or insufficient resources, the centre will ensure that there are processes in place to refer the person to alternative services.

### Choice and Participation

The Centre will promote service information in a range of formats, including social media.

The services will distribute and present information widely in ways and places that will reach those most in need of support. Our services are committed to ensuring that a potential client is aware of their opportunities for choice and participation.

The Charter outlines that services will:

- provide a potential Client with information about what the service can provide;
- ensure information about hours of operation and service contact details are easily available via online platforms, brochures and client documents;
- explain the standard of service that the clients can expect from the Centre;
- inform clients of their rights and responsibilities while accessing the Centre;
- provide access to information on harm prevention and harm response guidelines of the Centre;
- provide information on the feedback and complaints processes;
- inform the Client on how the Centre will provide opportunities for the individual to participate and make informed choices regarding the service they receive; and
- provide information on additional support services that can assist the Client to fully participate in decision making and service provision. These may include specialists in the following areas:
  - interpreters;
  - advocates;
  - discipline specific specialists;
  - culturally appropriate support persons.

The Centre will provide the above information at initial contact and will make available the above information upon any other request by prospective client.

### Privacy and Confidentiality

Sarina Neighbourhood Centre is committed to protecting and upholding the rights of Clients and other stakeholders to privacy and confidentiality in the way the service collects, stores and uses information about them.

The Sarina Neighbourhood Centres' commitment to privacy and confidentiality are governed by:

- [Mackay Regional Council Confidentiality Policy](#)
- [Mackay Regional Council Information Privacy Policy](#)
- [Human Services Quality Framework](#)

### Complaints

The Sarina Neighbourhood Centre is committed to facilitating its clients' right to make a complaint about the Service, to appeal a decision the Service has made that directly concerns them, and ensuring that their complaint or appeal is fairly assessed and responded to promptly.

The Sarina Neighbourhood Centres' complaints process is governed by:

- [Mackay Regional Council Administrative Action Complaints Policy](#)

# CLIENT SERVICES CHARTER