

## Coffs Harbour – Service Charter

*This Family Relationship Centre is committed to providing you with safe, timely and high quality services, will help you focus on your children's needs and will help you access services that can strengthen family relationships.*

### INFORMATION

- We will provide up-to-date information about family relationships or help you to find this information.

### ACCESSING OTHER SERVICES

- We will help you make contact with other services that can best meet your needs and the needs of your children.
- We will work closely with other services to help you get the support you need.

### HELP FOR SEPARATING FAMILIES

- If you are experiencing separation we will talk with you to help you focus on your children's needs and decide what to do next.
- We will also offer joint sessions with the other parent or family members.
- If you want the other parent to come in as well and this is hard for you, we will help to arrange that.

### FEES

- We will provide information, referral and individual sessions free of charge.
- We will also provide up to three hours of joint sessions free of charge, but may charge fees after that, depending on your circumstances.
- We will discuss these fees with you so that you can decide whether to commence sessions here, or use another service with a different fees policy.

### OUR STAFF

- We are committed to employing the best possible people to help you with your relationships, and to making sure that they are highly skilled and ethical.

### SAFETY

- We are committed to providing a safe environment.
- If you feel unsafe at any stage, or require special arrangements to assist with your safety or the safety of your children please advise a staff member.

### PRIVACY

- Your privacy is important to us and will be protected.
- We will only disclose personal information if you give permission or if we are required or authorised by law, for example, to protect someone from harm.

### USING OUR SERVICE

- We will do all that we can to help you and your children get the most out of our service.
- If you have trouble using our service for any reason, or if you have special needs, please advise a staff member.

### HAVE YOU HAD SATISFACTORY SERVICE?

- We want to make sure that we are providing you with the best possible service.
- If you like the services we have provided, please let us know. If you have any suggestions for changes, we would like to hear them.
- If you want to make a complaint, please contact our Area Manager, Norma Falconer, on 02 6659 4100, and she will try to address your concerns.
- If you are not satisfied with how your complaint was handled please contact:  
The Business Manager, Family Relationship Services Program  
Department of Families, Community Services and Indigenous Affairs NSW  
Telephone: 1300 653 227

*Please ask for a copy of our complaints policy if you would like more information.*