



Reaching out to the Community



CLIENT HANDBOOK

Deception Bay Neighbourhood Centre

Services Available

Emergency Relief

DBNC offers residents who are experiencing financial stress with emergency relief supplies.

Due to funding DBNC is limited to offering support such as milk and bread, nappies, essential prescriptions, sanitary products and bus passes. Where greater financial support is needed, we'll refer residents to organisations that provide specialized assistance.

Financial Resilience Support

Individuals and families can access financial resilience support at the centre. Through our DollarSmart program residents are able to build budgeting knowledge and apply for no interest loans (NILS). For those experiencing financial hardship DollarSmart can support you to work with debtors on outstanding bills.

One-hour private sessions are by appointment only. Group workshops are also held periodically, as advertised.

Counselling

DBNC has a counsellor available every weekday. Our counsellors are fully qualified, have years of experience working with the D'Bay community, and offer services to individuals, couples and families. One-hour private sessions are by appointment only.

Parenting from the Inside Out workshops are available periodically, for small groups. Delivered in a relaxed and friendly style, this workshop supports families in everyday parenting. You'll explore your parenting strengths, build a greater understanding of child development, attachment and behaviour, and explore communication strategies. This workshop can be followed up with *Take 2* which builds on content from *Parenting from the Inside Out*.

Take Charge of Your Anger: Manage Emotions to Improve Family Relationships workshops are available periodically, for small groups. This workshop explores anger, what lies beneath it, and

how it affects the self, family and others. It supports you to discover strengths within yourself, as well as in significant relationships in order to create allies against anger.

Individual and Family Support Services

Support is available for individuals and families that need assistance. We work with you to understand what support is needed, and to rally support around you as identified and agreed to by you.

Our Intake and Support Worker works with individuals to understand what support is needed, provide short-term support, and connect you to services for longer-term support.

We work with families with children under 18 years that are experiencing crisis. Our Family Resilience Workers assist families in reaching their desired goals by breaking down barriers and building on your family strengths.

Training and Job Preparation

DBNC offers Certificate I to III courses throughout the year. Courses vary, depending on local job demand and include certificate training, as well as job preparation.

Keep an eye on our Facebook page for courses. DBNC offers fully funded certificate courses for eligible participants through funding from the State Government's Skilling Queenslanders for Work initiative.

Social Activities

Each week we hold regular social activities, where community members come together to chat, create, or go out and about.

Activities include Craft Group, Grandparents Group and children's Dance and Drama classes.

We also have special events throughout the year to celebrate special occasions, or just to get together.

Follow us on Facebook to keep up to date on social activities.

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Our Vision

Our vision is to provide a safe and welcoming environment in which we work collaboratively with the people who are experiencing disadvantage, to enable them to find pathways to fully participate in every part of life they choose.

Our Values

We acknowledge the generations of indigenous people who have acted as custodians of this land and are committed to building reconciliation in our local community.

We treat all people with respect and value individual differences and people's right to express their identity, gender, sexuality, culture, age and religious beliefs.

We value people's right to have their own opinion and voice, and we will not speak on people's behalf unless requested to do so.

We work developmentally with people to address their issues of concern.

We work with other organisations and groups to benefit the local community.

We respect confidentiality of personal information shared.

We believe in participatory, accountable and transparent practices.

We strive to provide a safe and welcoming approach and environment, and attempt to respond to everyone who walks through the door.

About D'Bay Neighbourhood Centre

Deception Bay Neighbourhood Centre (DBNC) is an incorporated community organisation, whose core mission is to be a catalyst in the community for empowering locals to achieve their goals, and to advocate for change on issues that impact the community and its people.

We do this by offering a range of services, activities and initiatives that increase social inclusion, employment and community development, locally in D'Bay.

DBNC has strong ties to the community, having emerged from a grassroots movement in the 1990's to support community needs. In early-1992 a local group began to meet informally, and by May the first public meeting of 50-plus residents was held. Soon after, a steering committee was formed to manage the incorporation of the centre and develop its future direction.

DBNC officially opened in July 1992 and achieved incorporation by November 1992. We continue to be governed by a strong management committee made up of community members that drive the centre's vision and approach from the local perspective.

DBNC is a well-respected, key service provider in D'Bay, where community members can come for a broad range of services. Over the past 27 years, we've developed and delivered a range of programs that serve the need of the community. We aim to provide locals who are vulnerable and impacted by hardship with access to multiple pathways that enable them to move toward their life goals.

Accessing Our Services

We aim to provide accessible services that are safe, relevant and respond to individual need.

Access to services is based on need, service capacity, the best interests of the person wishing to use our services, and any potential impact on existing clients.

First Contact

We endeavour to respond to everyone who walks through our door, regardless of language, cultural background, religion, age, gender, or ability. For some community members, this may be a brief query, or request for information.

Other community members may be looking for more in-depth services. As part of providing a service to you in this circumstance, we will need to collect and record personal information from you that is relevant to your current situation.

So, when we first meet, you'll be asked to complete a Client Consent Form if we collect information from you. This form will explain what we do with the information, who you agree the information may be disclosed too, the limits to confidentiality, and how you can access personal information we may hold. You will be given a copy of your signed Client Consent Form at your first meeting.

By signing the consent form, you agree to receive services from DBNC and the acknowledge the information in this booklet.

Client Plan

If you have identified needs or issues that require dynamic services, we'll develop a Client Plan with you. The Client Plan aims to achieve the goals you identify and to fully involve you in resolving issues. You'll be given a copy of the Client Plan, and we'll keep a copy on file.

If we stop providing services to you (for whatever reason) we'll provide you with the support you need to access another service.

Waiting List Process

Depending on demand for our services, we may at times have a waiting list for services. Clients who have high levels of need or who are at risk will be given priority. Our allocation of appointments is continually reviewed and will always be fair.

If there is a waiting list, we'll let you know so you can elect to be placed on the waiting list, or request to be referred to another agency. If you're placed on a waiting list, we'll keep you informed of progress.

Service Refusal

We respect your choice to refuse service, if it's offered.

In some cases, DBNC may not be able to provide services to you. We'll let you know immediately if this is the case.

DBNC may also refuse to offer a person service/s where:

- They do not meet our eligibility requirements (e.g. do not live within the centre's service area).
- We do not have the capacity to provide services to additional clients.
- We do not have the resources to meet the specific needs of clients.
- Providing a service may detrimentally impact on existing clients.

Where services cannot be provided, we will assist you with referrals and support to access alternative services.

Any person refused services has the right to appeal. You can begin an appeal by seeing the Director of Deception Bay Neighbourhood Centre, or contacting external agencies listed on page 14.

Exiting Our Services

As a client, you may exit our services at any time. A decision to do so will in no way prejudice future access to services.

Clients exiting the service will be offered an Exit Interview, which gives you the opportunity to provide confidential feedback about services you received, so we can continuously improve.

Exiting clients that require ongoing services will be supported through an agreed Exit Plan, which will identify ongoing support needs and provide referrals to other agencies.

Clients who have exited may access services in the future, whenever they need to.

Ending Services

DBNC may change or end a client's service/s when:

- They are unwilling over a period of time to work towards agreed goals.
- Other people using the service, staff, volunteers or the person themselves are at risk of harm.
- Severe incompatibility with other clients using the service is displayed.
- Dramatic changes to your circumstances which require services which DBNC is unable to provide.



School Holiday Activity 2019



Cert III Hospitality Graduation 2018

Your Rights and Responsibilities

Deception Bay Neighbourhood Centre is committed to upholding the rights of all people who access our services.

We're also committed to ensuring that you, our client, are aware of your rights and responsibilities, and that you can be confident in exercising them.

You Have a Right to ...	You Have a Responsibility to ...
Be treated with respected, dignity and consideration	Let us know when you cannot attend a pre-arranged appointment
Receive high quality, safe and personally relevant services	Provide us with the information we need to assist you
Be provided with all available information you need to make informed decisions.	Participate and contribute to the service you have requested
Have your autonomy and independence supported	Accept responsibility for the consequences of any decisions you make
Be assured that your personal and sensitive information is kept private and confidential	Respect the rights of other clients to safely access the centre's services
Have a person of your choice support or advocate on your behalf (including an interpreter or translator)	Respect the rights of the centre's staff and volunteers to work in a safe environment, free from harm
Be able to pursue any complaints about our service provision	

Our Rights and Responsibilities

Our Workers Have a Right to ...	Our Workers Have a Responsibility to ...
Be treated with respected, dignity and consideration	Be well trained and work in accordance with our mission, vision and values
Work in a safe environment, free from harassment or harm	Follow DBNCs policies and procedures to ensure quality of services
Be fully informed of your needs or issues, and any other organisations you may be working with	Work cooperatively with you and your support person/s in the provision of services
	Ensure you are aware of how to provide feedback and/or complaints



DBNC Volunteers, 2018

Freedom from Harm, Abuse and Neglect

When visiting Deception Bay Neighbourhood Centre, or taking part in our services, you have the right to be free from harm and any form of abuse or neglect.

We treat any allegations of abuse, assault or neglect very seriously. If you have any concerns, or are aware of a situation where abuse or neglect may be occurring, please notify a DBNC staff member immediately.

DBNC employs skilled staff and volunteers who respect the rights of clients, are aware of current policies and legislation relating to harm, abuse and neglect, and will support clients and their families, guardians and/or advocates to access complaint mechanisms and raise any concerns they have about our services.

Workplace Health and Safety

DBNC is committed to providing services in a safe and healthy environment. Workplace Health and Safety is the responsibility of everyone who interacts with DBNC, including staff, volunteers, clients, families, carers and visitors.

We ask that you report any hazards or risks you become aware of to a staff member, and act in a way that protects your own and others' health and safety when visiting our centre or participating in our services.

Emergency Evacuation

In the event the centre has an emergency evacuation, staff will direct you to the lawn area between the centre and the fire station next door.

Privacy and Confidentiality

DBNC values and respects the privacy, confidentiality and dignity of our clients and their families, as well as our staff and volunteers. We collect, use and protect personal information in full compliance with all relevant state and federal privacy legislation.

We will only collect information necessary for the safe and effective delivery of our services. We will only use information for the purpose it was collected and will store it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photographs or videos of you with your full and voluntary consent. Additionally, any photographs or videos of you will not be used externally without your signed permission.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you (including in order to update or correct it) subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy, permanently de-identify or archive it, in accordance with legislation.

You can request a copy of Deception Bay Neighbourhood Centre's full Privacy and Confidentiality Policy from any of our staff.

Service Quality

DBNC is a Human Services Quality Framework (HSQF) certified organisation. This means that we have been audited to ensure the capability and effectiveness of our organisation's management systems in ensuring continual compliance with customer, statutory and regulatory requirements meet the State Governments standards (as set out in the HSQF).

The HSQF is a set of standards that ensure that the services we provide are of the highest quality:

- **Governance and management:** an accountable, transparent and sound governance and management system that maximises outcomes for stakeholders.
- **Service access:** sound eligibility, entry and exit processes that enable smooth access to services based on need and available resources.
- **Responding to individual need:** the assessed needs of individuals are appropriately addressed and responded to within resource capacity.
- **Safety, wellbeing and rights:** the safety, wellbeing and human and legal rights of people using services are protected and promoted.
- **Feedback, complaints and appeals:** effective feedback, complaints and appeals processes that lead to improvements in service delivery.
- **Human resources:** effective human resource management systems, including recruitment, induction and supervisory processes that result in quality service provision.

DBNC received HSQF certification on 26 June 2017, and was reissued on 27 May 2019.

Other Support and Assistance

24/7 Services

Ambulance/Fire/Police ☎ **000**

Life Line ☎ **13 11 14**

Beyond Blue ☎ **1300 224 636**

Kids Helpline ☎ **1800 551 800**

Domestic Violence Telephone Service

☎ **1800 811 811**

Others

Parentline – 8am to 10pm, 7 days

☎ **1300 30 1300**

Men's Helpline– 9am to midnight, 7 days

☎ **1800 600 639**

Lives Lived Well – 8:30 to 5pm, Mon-Friday

☎ **1300 727 957**

Local Services

Encircle Redcliffe

☎ (07) 3889 0063 www.encircle.org.au

1 Lamington Drive, Redcliffe QLD 4020

Deception Bay Community Youth Program

☎ (07) 3204 0277 www.dbcyp.org.au

420 Deception Bay Road, Deception Bay QLD 4508

yourtown

☎ (07) 3888 0758 www.yourtown.com.au

219 Deception Bay Road, Deception Bay QLD 4508

Lighthouse Food Barn

Tuesday: Open for a short time at 12:00 noon

Thursday and Friday: 10.00am to 11.30am

(Mon & Wed CLOSED)

St Vincent De Paul

☎ (07) 3203 0879 (By appointment only)

Mon, Wed, and Fri: 9:00am to 12:00 noon

Feedback, Compliments and Complaints

Compliments, complaints and other forms of feedback provide DBNC with valuable information about client satisfaction. It is also an opportunity for us to improve.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

You can lodge feedback, compliments or complaints:

- Directly with a staff member, either verbally or by submitting a completed Feedback or Complaints Form.
- By email to director@dbnc.org.au
- By phone on (07) 3204 2022
- In writing to: Director, Deception Bay Neighbourhood Centre, 24 Endeavour Street, Deception Bay QLD 4508.
- Anonymously, using the Feedback Box located in the entrance foyer of the centre.

Complaints

We encourage anyone with a complaint to speak directly to a staff member, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 1-2 working days, it will be escalated to the Director as a grievance.

To formally lodge a complaint you can use our Feedback Form or ask a staff member for a Complaints Form. A staff member can assist you if you wish.

Your complaint will be formally acknowledged within two working days and a staff member will keep you updated regarding its resolution. DBNC aims to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement.

If a complaint or grievance cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

Support During Complaints Process

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from the President of DBNCs Management Committee or, alternatively, through any of the following agencies as relevant.

Qld Government Dept of Child Safety, Youth and Women (DCSYW) ☎ **(07) 5433 6700**

Qld Government Dept of Communities (DCDSS) ☎ **13 74 68**

Caxton Legal Centre Inc ☎ **(07) 3214 6333**

Community Legal Centres Qld ☎ **(07) 3392 0092**

Dispute Resolution Centre ☎ **(07) 3239 6007** or **1800 017 288**

Queensland Ombudsmen ☎ **(07) 3005 7000**

Feedback and Continuous Improvement

In addition to the above we continually seek feedback on how we can improve the services we provide. This includes:

- Client and partner organisation satisfaction surveys.
- Requests for feedback from staff.
- Involving clients and other stakeholders in our service delivery planning and review process.

We also receive valuable feedback from DCSYW and DCDSS, as well as via the Human Services Quality Framework triannual audit.

Open Hours

9:30am to 2:30 pm
Monday to Friday
or by appointment



Reaching out to the Community

Deception Bay Neighbourhood Centre
24 Endeavour Street, Deception Bay, 4508
P | (07) 3204 2022
E | info@dbnc.org.au
W | www.dbnc.org.au
F | @dbnc4508