

MOREE FAMILY SUPPORT HISTORY

Moree Family Support Inc. was established in 1988 and has grown since it first opened its doors.

Moree Family Support is committed to:

Strengthening Families and Supporting Communities.

MOREE FAMILY SUPPORT PROGRAMS

INCLUDE:

Kidz Club

Staying Home Leaving Violence

Family Centred Support Service

Connecting Communities

Youth Homelessness Project

We Are Here To Help.....

Moree Family Support Office Location:

3/21 Auburn Street

Moree NSW 2400

Ph: 02 6752 4536 or

1800 874 992 (free call)

Website: www.morfss.org.au



Moree Family Support

CLIENT HANDBOOK

3/21 Auburn Street Moree NSW 2400

Contact:

Office: 02 6752 4536 or

1800 874 992 (free call)

Email:

felicityc@morfss.org.au



Website: www.morfss.org.au

Welcome



Welcome to Moree Family Support, thank you for trusting us to help support you with your needs.

This booklet provides you with the information about our service including client and service rights and responsibilities of you and us.

MISSION

We strive to deliver high quality and responsive services working in partnership with our community to enhance the safety, health and wellbeing of children, young people and their families.

VALUES

- Act with Integrity
- Advocate for Social Justice
- Embrace Diversity
- Practice Kindness
- Work Respectfully

VISION

A safe, equitable and inclusive society where children, families and communities are safe, healthy, resilient and connected

We at Moree Family Support acknowledge the Gomeri people as the custodians of the land on which we work and live. We pay our respect to the Elders both past, present and emerging.

We respect and understand the rich diversity in our community and equally value the unique contributions of all persons.

Our workplace welcomes and values diversity and inclusion in our workforce and employment practices. We encourage service engagements and employment applications from people who are Aboriginal and Torres Strait Islander, from cultural and linguistically diverse backgrounds, who identify as LGBTIQ+, have a disability, young and older people and those of faith communities.



Other support services

We understand that our service may not be the right fit for you or we might not be able to meet all of your needs.

Here are some other services available in Moree that can offer support to people.



Anglican Counselling Service

Wesley Court, Moree
P: (02) 6752 3419

HealthWISE

104-108 Balo Street, Moree
P: (02) 6752 7196

Centrelink Moree

Auburn St, Moree
P: 13 24 68

Salvation Army

124 Heber St, Moree
P: (02) 6752 7351

Benevolent Society

Frome Street Moree
1800 236 762

Byamee Homeless Support

294 Warialda Street Moree
P: (02) 6752 1550

Homes North

Auburn Street Moree
P: (02) 6152 4440

Centacare NENW Moree

Auburn Street Moree
P: (02) 6752 5092

Pius X

Anne Street
P: (02) 6752 1099

Lifecare Care Shop

81 Heber Street Moree
P: (02) 6752 8009

St Vincent De Paul

65 Frome Street Moree
P: (02) 6752 2385

Miyay Birray Youth Service

3 Endeavour Lane
P: (02) 6752 6038

Moree Women's Refuge

Moree
P: (02) 6752 3944

Thiyama-Li

Family Violence Service
Balo Street Moree
P: (02) 6752 1188

Feedback and complaints

How you can provide feedback



FEEDBACK

We welcome and encourage information and feedback from clients, families, other services and the community. Your feedback assists us to improve the quality of our services.

Your satisfaction is important to us, if you are not happy about something please let us know.

- 1. In the first instance please provide your feedback to:**
The staff member you would like to provide feedback to.
- 2. If the matter is not resolved or if you feel uncomfortable sharing your feedback with the staff member please call:**
Operations Manager: 02 6752 4536 or belindap@morfss.org.au
- 3. If the matter remains unresolved you can contact:**
Department of Communities and Justice: 02 9377 6000

Your complaint will be dealt with fairly and promptly. The Operations Manager will take steps to ensure that you feel comfortable to continue accessing the service after making a complaint.

You have the right to use an advocate/representative of your choice to negotiate on your behalf with the staff and/or management of Moree Family Support. This may be a family member or friend, or another agency.

Confidentiality of Complaints

As far as possible, the details of the complaint will be kept confidential amongst staff and Operations Manager directly concerned with its resolution.

Service Information



Moree Family Support Incorporated is a community-based not for profit organisation formed in 1988 to provide support services to families, youth and children in the Moree Plains Shire.

Moree Family Support's opening hours are **8.30am-4pm Monday-Friday**.

You can find information about our services on our website www.morfss.org.au or you can contact us via phone **(02)67524536** or free call **1800874992** or in person at the office, located at **3/21 Auburn Street (across from Coles and the Taxi Rank)**.

We offer support in the following programs:

Targeted Early Intervention (TEI): Provides practical support low to medium risk children, young people and families through case management, supported playgroups, parenting programs, referrals to other specialised community organisations.

Youth Homelessness Service: The Youth Homelessness project will assist young people aged 16-24 years who are homeless or at risk of homelessness. Priority will be given to young aboriginal people, young people with dependent children and young people with special needs.

Staying Home Leaving Violence (SHLV): SHLV is a specialized domestic violence program aimed at preventing clients from becoming homeless.

SHLV targets women aged 18 years and over who have separated from a violent partner or family member and choose to remain in their own home or home of their choice.

Kidz Cub: Provides a safe and responsive environment for the provision of child care services for children aged between 5-12 years of age. It aims to meet the broad range of a child's social, emotional, physical, intellectual and creative outside school hours needs.

Kidz Club offers Vacation Care and After School Care programs

Making a complaint

Find out if we can help

How to make a complaint



Scan the barcode for more information >>>

How to obtain assistance

If you would like assistance or further information you can call us on 02 6752 4536 or Free Call 1800 874 992

A staff member will arrange an appointment to talk with you about your needs. If we can not assist you we will let you know and provide you with information about what other services are available.

This could include a referral or assistance to attend or engage with other services.

What will Happen Next?

You will attend an appointment with your support worker.

Who will complete an intake, this involves gathering information from you that will identify your specific needs.

Your support worker will then assist you to create a case plan, this involves working on strategies to meet your support needs. Your case plan will be guided by you and will have actions and goals specific to your circumstances.

When necessary and with your consent we will also involve other service providers to help ensure you receive targeted support that meets your needs.

Decision making and choice

You will be involved in all decisions regarding service options so that you can choose what support best suits you.

You will be provided information to assist with you in decision making including what support can be offered by us and other relevant support services

Privacy and Confidentiality

How safe is my personal information?

The only information held by Moree Family Support about you will be information necessary to assess the need for services and to provide services.

Information should be as non-obtrusive and objective as possible, relevant and kept up-to-date. You have the right to withhold information for privacy reasons.

Information about you will not be shared with another agency or other person without your permission.

Moree Family Support has a legal requirement to break confidentiality in cases involving significant risk of harm to a child/young person or elderly person or when a client poses as a danger to themselves or others.

Personal information collected by Moree Family Support is only for the purposes which are directly related to the functions and activities of our organisation.

These purposes include:

- Enquiry about programs
- Engagement in case management and support
- Administrative activities, including human resource management
- Sector development activities
- Community development activities
- Fundraising

Your privacy
is important to us...



Professional Boundaries



Our staff are required to uphold professional boundaries and are guided by organisation and professional standards and ethics. It is our responsibility to set and maintain boundaries and engage in professional supervision and other development opportunities to ensure your interests, rights and safety are upheld at all times, the focus of our support to you, is you.

Examples of boundary crossings may be:

- sharing personal information such as phone number, email address or private messaging details
- pursuing a personal relationship with you or your relatives or significant others, while you are accessing our services
- breaching your confidentiality
- inappropriate touching
- accepting gifts or giving you gifts, or loan you their personal items

If you are concerned a breach of professional boundaries has occurred please speak to the staff member or ask for Operations Manager.

Service Participation

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

The client voice is essential in understanding ways that quality could be improved and it tells us what is already working well. Actively empowering clients to have their voices heard, to make informed decisions and to have real influence leads to improved service delivery, better tailored to meet individual needs, preferences and values.

Help us improve our services by participating in case plan reviews, provide feed back verbally or through surveys and participate in planning activities such as Program and Strategic Planning.

What information is needed from me



We collect information, including your name, date of birth, contact details as well as some statistical information relating to you such as your age, place of birth, cultural identity, sexual identity and language spoken.

Statistical data is 'non-identifying' data – This type of data will not identify who you are and maybe used in non-identifying statistical reports. Statistical data can be captured into a report across all the people we assist, this data helps us to understand more about the work we do, and how we have supported our community. Non identifying statistical data can also be used to record the number of people we support. Statistical data recording and reporting is often a requirement of our funding bodies.

Your support worker will create a client file and take case notes describing their contact with you and this is recorded in your client file. Case notes provide a record of contact with you and other relevant people services that you have given us consent to contact. Case notes may also be referred to if you require a written report or support letter. All case notes are kept securely.

How is my information stored?

Your file containing statistical information, documents and file/case notes is stored securely with restricted access either electronically or in a locked cabinet . We fully comply with legislation requirements regarding the collection and storage of your personal information.

Can I access my information?

You have the right to access your personal client file. You can access your file by speaking to your support worker. You can also request a copy or summary of your file and can request that changes be made if you identify any information that is incorrect or that you do not agree with.

My Rights and Responsibilities

What are my responsibilities?

- You should let the agency know if you are not going to be at home when a staff member is due to visit
- You should act in a way which respects the rights of other clients and Moree Family Support staff
- You need to take responsibility for the results of any decisions You make
- You are to play your part in helping Moree Family Support to provide your with services.



What are my rights?

- You have a right to complain or express your concerns about a service without fear of losing the service or suffering any other recriminations;
- You have a right to have your complaints dealt with fairly and promptly;
- you have a right to be represented by an advocate of your choice;
- You have a right to be informed about what services are available;
- You have a right to be assessed to receive services without discrimination;
- You have a right to choose what service(s) you will receive;
- You can expect that no information about you will be provided to anyone outside of Moree Family Support without your permission, however we have a legal requirement to break confidentiality in cases involving significant risk of harm to a child/ young person or elderly person or when a client poses as a danger to themselves or others.
- You have a right to view any information about yourself, held by Moree Family Support

My Workers Rights and Responsibilities

What are my support worker's responsibilities?

All our staff support the statement of your rights and responsibilities.

Staff responsibilities are to:

- Be aware of, and adhere to clients rights and responsibilities
- To comply with MFS Code of Conduct
- Ensure that you receive this booklet and a verbal explanation regarding your rights and responsibilities at the time of first contact and, where possible, ensure that this information is provided in your preferred language with the use of an interpreter service.
- Discuss confidentiality issues and possible limitations to confidentiality with you; including relevant information sharing and duty of care,. Where possible we will obtain your consent before discussing or releasing any personal information to third parties.
- If you are involved in group programs, discuss with you the importance of maintaining confidentiality in regard to other participants

Workers have rights :

- To be treated with dignity and respect
- To have a private and personal life outside the service- this means that individual workers must be contacted through the office during business office hours.
- To be told as soon as possible if you can not keep an appointment

Let's Work Together

