

# WE WANT TO HEAR FROM YOU



## Complaints

If you are unhappy about some aspect of the service, or feel we are not meeting our service commitments, you can talk to us about your concerns. If the complaint cannot be resolved, ask for a Client Complaints Form to help address your problem. We can help you complete this if you wish.

You can make a complaint to:

- SHAC Staff, Management or Board (verbally, complaints form, or email: [secretary@shac.org.au](mailto:secretary@shac.org.au))
- Department of Housing and Public Works via their website ([www.complaints.services.qld.gov.au/](http://www.complaints.services.qld.gov.au/))
- Queensland Ombudsmen ([www.ombudsman.qld.gov.au/make-a-complaint/makecomplaint](http://www.ombudsman.qld.gov.au/make-a-complaint/makecomplaint)).

***Making a complaint will not impact upon you receiving a service from us. You have a right to seek assistance to resolve the complaint, and access an independent advocate or advocacy service.***

## Feedback

SHAC is interested in what you think about our service. We want to hear from you. You can do this in person or anonymously. All feedback will help to improve the quality of the service we provide.

Feedback can be provided by:

- Verbal to any SHAC employee
- Online at Survey Monkey (ask your worker for details)
- SHAC Feedback Form
- A general letter/e-mail

# CLIENT SERVICE CHARTER

**(07) 4080 7400**  
**3 Brisbane Street, Parramatta Park QLD 4870**  
**PO Box 847, Cairns QLD 4870**  
**ABN: 83 025 335 291**  
**[admin@shac.org.au](mailto:admin@shac.org.au)**

**Our Mission:** We aim to make a seismic social impact by providing the best wraparound services inclusive of a “path to home” in the Cairns, Cape York and Torres Strait region.

**Our Vision:** It is our vision to prevent and reduce homelessness, sustain tenancies and help people become home owners.

**Our Purpose:** Support financially vulnerable and homeless families and individuals on their path to a safe and secure home. SHAC achieves this by providing holistic, wraparound services to our clients as they move along the housing pathway: from financially excluded to financially included; from emotionally stressed to safe and secure; and from homeless to home owner.

**Our Beliefs:** Human rights are paramount; diversity and inclusion; the path is the real value; the SHAC support system; clear steps reduce barriers; client-centred service delivery; work with others; walk with clients; increase agency through knowledge and skills; advocate and voice client needs; responsible care; a path to home.

**Our Values:** Walk Side By Side; Reduce Barriers; Increase Agency; Show Genuine Care; Compassionately Respond; Light the Path to Home.



# SHAC SERVICES

| Wraparound Services | Accessible Service |  
| Financial Leverage | Safe and Secure Housing | Advocacy |  
| Alternate models of home |

## Temporary Accommodation & Support



SHAC delivers temporary supported accommodation and mobile support to families in Cairns who are homeless or at risk of homelessness. Support is offered in the form of advocacy, information, education and referral pathways—all of which aim to reduce barriers and increase housing access.

## My Money Program

The My Money Program is a financial support service which assists families and individuals to maintain and sustain their tenancy. This includes: budgeting; increasing income; reducing debt; assessing housing affordability and building financial safety nets.



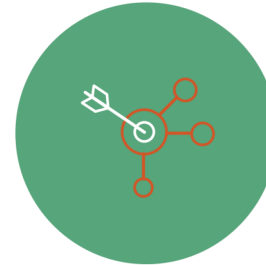
## No Interest Loans Scheme (NILS)

The No Interest Loans Scheme (NILS) provides individuals and families on low income access to safe, fair and affordable credit. Loans are available for essential goods and services, up to the amount of \$1500.



## What can you expect from SHAC?

- We will treat you with courtesy and respect.
- We will respect your privacy and the confidentiality of the information you provide us. We will not disclose your information to other parties without your consent unless required to do so by law.
- We will respond to your queries in a timely manner.
- We will ensure information provided is accurate and appropriate. If we cannot assist you we will do our best to refer you to someone who can.
- We will document and respond to complaints and suggestions fairly and promptly.
- We will provide the service in a safe and caring environment.
- We will involve you in all decisions about your assessment, support and planning.



## What does SHAC expect from you?

- Respecting workers, other clients and neighbours. Abusive or threatening behaviour, physical or verbal, is unacceptable at all times.
- Giving us accurate information and telling us if there are any changes for you that we should know about.
- Attending scheduled appointments or ringing up to cancel.
- Being honest and open with staff.
- Taking an active role in your support plan and responsibility for any decisions that you make.

