

Client Service Form

Caroline Chisholm Society is a free and voluntary pregnancy and family support service. We work with families to make relationships stronger and keep children safe and healthy.

This agreement outlines the services and supports we provide you, how we can help you and what you can do if you are unhappy with the services. By signing it, you understand how we can help you, know your rights and what you can do if you want to work with someone else.

If you have any questions, please let us know and we can help.

Our service

- Home Visits – Our trained staff will visit you in your home to plan and set goals. We will visit you regularly to assess your needs and put plans in place to meet your goals.
- We provide parenting programs as part of our service to help you better understand your child's needs and to provide you with different ways you can support your child's safety, health and wellbeing.
- Material Aid can help you with clothing needs for your children. Sometimes families might also need nappies and wipes.
- Help with finding a safe place to live.
- Trained staff to help you with managing your mental health.
- Parenting advice to help you with the health, safety and care of your children.

Getting to know you

We will ask questions about your family. For example:

- | | |
|--|------------------------------|
| • Your culture and practices at home | • The language you speak |
| • Your values and beliefs | • How you keep your child or |
| • Who you can talk to for help in
your family | children safe and healthy |

We will listen to your story and find out from you what you need from us. This helps us identify your strengths, needs and lifestyle so we can help you. We like to get to know the people we work with, so this might mean having conversations about what you like and what you expect from us.

We might ask to speak to professionals who know your family, so we can learn more about your children and what they need. The more we learn, the more we can help. We respect your feelings and your privacy, so please tell us if a question makes you uncomfortable.

Using our services

We plan together to make sure we are working towards your goals. This plan will include:

- Everyone's strengths and needs
- The services you will use
- What we will do for you
- What you agree to do
- How long we will work with you
- How often we contact you

If things change, we will talk with you about it. Any changes we suggest will be in their best interests and in the interests of you and your family.

You can ask us for an advocate or support person at any time. We will do our best to help you find someone to work with.

It is important that you always feel safe and respected. We ask that you respect us too and help us to work in a safe environment.

Caroline Chisholm Society will also:

- Visit your home and ask questions about your safety.
- We will also ask questions about the safety and wellbeing of your children.
- Respect your time and expect the same of you.
- If appointments need to be changed or cancelled, we will give each other as much notice as possible. If we feel appointments are being cancelled too many times, we might ask you some questions to see if there is another way we can help you.
- Only trained volunteers and qualified workers would be contacting you.
- Visit you at the local park, café, library or somewhere in your local community if you feel safer there.
- Work with you and your children; working with your children is important for us to know how we can help.
- Refer you internally to our housing or mental health support programs if this is required.
- Ask for your feedback while you are using the service and send a survey when you are finishing.

Evidence Based Parenting Programs:

- Caroline Chisholm society strives to ensure our families are offered suitable parenting programs during your time with the service.
- We will connect you with the parenting program that most aligns with your parenting needs.
- Our research shows that the best outcomes are achieved when parents are engaged in a parenting program. Please speak to your lead practitioner for more information.

To provide feedback on services and to raise concerns

We also believe it is important that you have a say about services you are receiving.

If you do not feel comfortable speaking to your lead practitioner please contact our office. A manager will then call you to talk to you about your concern. You can call 9361 7000 or email info@caroline.org.au

We will also send you a feedback survey at the end of the service period.

Child safety

If we believe a child is not safe, we will **talk with you about our concerns whenever it is safe and appropriate to do so**. There are times when we must share information with the Department of Families, Fairness and Housing (Child Protection) **without speaking to you first**, especially when there is immediate risk to a child.

All our employees and volunteers have a police check and a valid Working with Children Check (WWCC). These checks are in place to protect children.

The Department may:

- May contact you directly to discuss any concerns.
- May advise our staff on how to support your child's safety.

If safety is an urgent problem, we will call:

- The police
- Child protection
- Email childsafety@caroline.org.au

To ensure your child's safety, we may request or share information with other information sharing organisations, under the Child Safety Information Sharing Scheme. We do not require your consent to request and share information, but we will involve you where it is safe to do so.

Family violence

If we think there is violence in your home we will talk to your family – if it is safe to do so. We may speak to other organisations, who are part of Victoria's family violence information sharing scheme. We will not share, or ask for, information that adds to anyone's risk.

Privacy

We will ask for your family's private information – for example, your phone number, where you live, your goals. We keep this safe on a secure system. We will not keep information or documentation that does not relate to your service plan.

We will ask you before we share any information unless we are worried about safety and cannot contact you.

We do not share any of your contact details or personal information without first asking you if this is ok. The only exception to this, is if you or your children are at significant risk or your information has been subpoenaed by the family law court.

You have the right to request the information in your file at any time.

Cancellations

We agree that if we (you and your worker) need to cancel our scheduled appointment, we will give you as much notice as possible and offer another time to meet.

Regular cancellations, without a genuine effort to reschedule, will result in service closure.

Agreement

I have read the Client Service agreement.

I have asked any questions I had about this agreement and understand the answers.

I have been explained and understand the Client Journey map in Appendix A

I agree with receiving services and understand the information provided to me.

Caroline Chisholm Society can find out information about me and my family and share information with others to help keep me and my family safe and help me reach my goals.

Caroline Chisholm Society and I have a plan for when I leave the service. When my planned time ends, the agreement ends.

Consent (Please tell us which professionals we can talk to about you and your family)

Consent	Name	Signature	Worker's signature	Date
Written consent				
Verbal consent				

Person/organisation	Phone number	How do you know this person

☐ Do you consent to be contacted by a member of our team after your service ends to participate in feedback panels or marketing opportunities? (please tick).