

## Our Vision

A connected, empowered, resilient community.

## Our Commitment

**We are a trusted partner of choice with a shared understanding of community leadership and collective impact.**

**As a locally based initiative The Neighbourhood Hub, we are connected and accessible for children, youth, families and culturally diverse members of our community. We provide information and referral to all who need our support. Our responsive programs and events build capability through a strengths-based community development approach. Our goal is to build resilience and capacity in our community enabling them to support and empower each other.**

## What you can expect from us

### Quality Responsive Services

We will provide the best services to you that we possibly can and respond to any queries or requests as quickly as possible. This means that:

- We will answer the phone promptly;
- We exist to support all members of the community to connect with whatever support or resources they are seeking, if we can't help you, we will try to put you into contact with someone that can;
- We will respond to all your phone messages, letters and emails;
- We welcome feedback to help us know what we are doing well and to give us ideas on how we can improve;
- If you lodge a complaint or appeal a decision, we have a clear *Complaints and Appeals* process that will assist you to understand and address your concerns;
- We have a comprehensive set of policies and procedures that you can access via our Reception staff at either of the Centers that will provide you with more information about what you can expect when you access our services.

### Courtesy and Respect

We embrace individuality, difference and diversity and will treat you with courtesy and respect.

- We recognise the importance of tailoring our services to meet your individual needs while still working within the boundaries of the services that we provide;
- We acknowledge that all community members have a right to make decisions and choices in their lives;
- You should always feel safe and valued when accessing our organization and our services.

### Fairness and Access

We recognise that all people in our community are individual, come from a range of different backgrounds and experiences, have varying preferences and lifestyles and have broad spectrum of abilities

We strive to provide services and access to our organization that minimises barriers and is allocated in fair manner. This includes culturally appropriate practice, catering to different abilities, being inclusive of diversity and being able to implement solutions to enable effective communication. It also means we have clear and transparent processes for deciding who is provided with access to our services.

### Privacy and Confidentially

We acknowledge that everyone has a right to dignity, respect, privacy and confidentiality. We will uphold your right to this by protecting the personal information that you provide to us. We will collect, store and use your personal and confidential information responsibly.

There may be some circumstances where we are not able to keep some parts of your information private, but we will explain this to you when you first start accessing services with us and any time it needs to be discussed in the future.

## How you can assist us

### Tell us your needs

The more information that you can provide about what you need, the better we can support you. You can do this by talking with our staff and participating in any activities that we offer. We will listen to you.

### Tell us when we are doing a good job

If you extremely happy with something that we have done, please let us know! This will help us keep our services great and secure more services in the future!

### Let us know if you are not happy

If you are unhappy with the way that you have been treated, the services we provide or a decision that has been made we want to know about it. Any feedback, complaints and appeals will be dealt with fairly, promptly and without retribution.

You can provide feedback, complaints and appeals in a way that suits you:

- Talk to a staff member or a member of the Leadership Team
- Request a member of the Management Committee to contact you
- Write us a letter:  
The Neighbourhood Hub  
P.O. Box 4112  
Mackay Qld 4740
- Contact us via email:  
[leadershipteam@tnhub.org.au](mailto:leadershipteam@tnhub.org.au)
- Or Phone us at one of our two centers (details below)

**For more information on your rights, responsibilities, understanding the Client Service Charter or our Policies and Procedures  
PLEASE CONTACT US!**

4 George Street  
South Mackay QLD 4740  
☎ 0749 572 626  
✉ [admin@tnhub.org.au](mailto:admin@tnhub.org.au)

The Neighbourhood Hub

43 Shakespeare Street  
East Mackay QLD 4740  
☎ 0749577 222  
✉ [admin@tnhub.org.au](mailto:admin@tnhub.org.au)

Office Hours  
Monday – Friday  
8:30 to 3pm