

# Information for Participants

Life and relationships can be challenging for all of us at times. Gateway Family Services' are here to provide support for children, young people, and families, and anyone in a family relationship. We encourage and inspire people to make the changes they want for themselves, their family and their community.

Our staff can directly support you to make choices that best meet your needs and aspirations, or through the assistance of advocates and appropriate written / visual materials.

We are a community organisation based in the Penrith and Blue Mountains local government areas. Our brochure provides further information about our services and locations.

We welcome all cultures at Gateway Family Services. If you have any particular cultural or other needs, please let us know.

## Practice Principles

At Gateway Family Services, you can expect a consistent and high quality service that is informed by clear [practice principles](#).

## How Gateway Family Services protects your privacy

Anything you tell our staff is strictly private and confidential. We will only disclose personal information if you give permission or if required or authorised to by law, for example, to protect someone from harm.

Please see Gateway Family Services Privacy Statement for further details of how we manage your personal information and how to access your records, or to make a complaint about how we have handled your information.

[Full version of Information for Participants and Gateway Family Services Privacy Statement.](#)

## Concerns, complaints, compliments and suggestions

We are committed to improving our services and invite you to provide feedback. You can visit, telephone, email or write to us, to tell us what you think:

- by using our [feedback form](#)
- by email: [admin@gatewayfamilyservices.org.au](mailto:admin@gatewayfamilyservices.org.au)
- by contacting the CEO  
phone: (02) 4720 6500 or  
letter: PO Box 3051 East Blaxland NSW 2774

If you have a concern or want to make a complaint about a service you are receiving, in the first instance please raise the matter with the staff member you have been dealing with. If you are not satisfied with the result, contact us via the methods above.

If you are not satisfied with the response provided by Gateway Family Services, there are agencies who can help.

### YOU HAVE A RIGHT TO:

- be respected and treated with care
- have your story heard and kept private in accordance with relevant laws
- be provided with correct information, appropriate to your needs
- view information we keep about you, unless restricted by privacy laws
- participate in all decisions concerning you and your family
- receive all relevant information about the service and any limitations
- be informed about service response times and any fees
- be supported by and receive advocacy from staff
- have all complaints heard and receive a response in a timely and fair manner

### YOU HAVE A RESPONSIBILITY TO:

- keep information about staff and other people accessing Gateway Family Services private
- be respectful of staff and other people who access Gateway Family Services
- not be affected by alcohol or drugs when in contact with Gateway Family Services staff or activities
- let us know if you are unable to keep an appointment
- let us know if you have any concerns or complaints about staff or the support we are providing you with