

This Charter of Service outlines our commitment to providing integrated education, health, and community services to children and their families. FamilyLinQ is a collaborative initiative between The Bryan Education Foundation (TBEF) and the Queensland Government, aiming to enhance the well-being and life outcomes of Queensland children. This charter sets forth our values, service standards, and the rights and responsibilities of our Participants.

This Charter is underpinned by Our Ways of Working - FamilyLinQ Practice Framework and the TBEF Code of Ethics and Conduct, which together guide how we engage respectfully and safely with children, families, partners and communities.

Our Vision

Our vision is to work in partnership to create welcoming, caring, and safe school communities that improve the health, education, and life outcomes for children and their families. FamilyLinQ brings together early years learning, education, wrap-around health, parent support, training for employment and community development under one roof to support children and families as they grow, learn, and thrive.

Our Values

- **Collaboration:** We work in collaboration with the community, government agencies, and service providers to meet the emergent needs of local families.
- **Empowerment:** We empower children, parents, and caregivers to actively engage in their learning, health, and well-being.
- **Accessibility:** We ensure our services are accessible to all children and families, regardless of their background or circumstances.
- **Quality:** We strive for excellence in service delivery, providing safe and high-quality education, health, and community services.

Our Services

FamilyLinQ's services, programs and activities vary from school to school and are developed based on the needs of each school's community.

The FamilyLinQ team works closely with the school's network of existing service providers and community groups, so these organisations can continue to deliver programs and activities to meet the needs of children and their families.

All FamilyLinQ hubs offer:

- Quality education and learning
- Early childhood support and services
- Onsite health services
- Family support programs
- Adult education and training programs
- Community activities and programs

Service Standards

Child Safety Paramount: We prioritise the safety and well-being of children in all aspects of our services. We have robust child safety measures in place to protect children from harm and provide a secure environment.

Cultural Safety: We actively create environments where First Nations peoples, culturally and linguistically diverse families, and people of all backgrounds feel safe, valued and respected.

Integrated Approach: We ensure seamless coordination and collaboration among the different service providers within the FamilyLinQ hub to provide a 'joined up' experience.

Holistic Support: We work in partnership with a wide range of partners to address the diverse needs of children and families, focusing on their education, health, and social well-being.

Responsive and Flexible: We adapt our services to meet the emergent needs of the local community, continually evaluating and improving our offerings.

Professionalism and Respect: Our staff uphold the highest professional standards, treating all Participants with respect, empathy, and cultural sensitivity.

Participants Rights

Privacy and Confidentiality: We safeguard the privacy and confidentiality of Participant information, adhering to legal and ethical guidelines.

Accessible Information: We provide clear and accurate information about our services and activities, eligibility criteria, and available support options.

Complaints and Grievances: We have a transparent and fair process for addressing Participant complaints and grievances, aiming to resolve them promptly and satisfactorily.

Respect and Dignity: All participants have the right to be treated with respect, dignity, and cultural sensitivity.

Participant Responsibilities

Active Engagement: Participants are encouraged to actively engage in the services and activities provided by FamilyLinQ.

Collaboration and Communication: Participants are responsible for maintaining open and respectful communication with staff, volunteers, other participants and service providers.

Compliance: Participants are expected to comply with the policies and guidelines established by FamilyLinQ and the relevant service providers.

Feedback: Participants are encouraged to provide feedback on their experiences with our services, helping us improve our service delivery.

Feedback and general suggestions for improvement

We are committed to continual improvement of our service, and we value your feedback. Please let us know if you think we have provided you with a good service or if you have any suggestions on how the service may be improved. You can do this by speaking with the Partnerships Manager at the FamilyLinQ site or email your feedback directly to info@thebryanfoundation.org.au.

Raising concerns about our service:

If you are unhappy with an aspect of our service, it would be helpful if you first raise the issue with the staff member who has been dealing with the enquiry or complaint. If this is not appropriate or has not addressed your concerns, you can either ask to speak to a more senior Bryan Education Foundation staff member or call our Program Management Team on **07 3004 1222**.

If you are still not satisfied with the response you receive, you can make a complaint in writing to the:

Att: Executive Director, The Bryan Education Foundation

Via Email: info@thebryanfoundation.org.au

Via Post: GPO Box 3119, Brisbane, QLD 4001