

For workers to complete with families

Helpful services can sometimes be difficult for families to find and connect to. It is important that families have information (including on complaint processes) to help them navigate services.

This form is for workers to fill in with families about the service they are using and other local services available.

What is the service called and what does the service do?

Who can families contact at the service if they have questions or need support? What is the phone number?

What about after hours? Are there any helplines? E.g. 13YARN (13 92 76) or PANDA (1300 726 306)

What if families want to make a complaint? How do they do that and who can help them?

What other local services are there that families can use and what do these services do?

(Think about connecting to Community and culture, and support with things like health, wellbeing, housing, furniture, money, violence, sport or the arts, and anything else families say they need.)
