

# **GOLD COAST DRUG COUNCIL DRUG COUNCIL CONSUMER GRIEVANCE PROCEDURE**

## **Definitions:**

A GRIEVANCE is a situation in which you believe you have been disadvantaged because the Gold Coast Drug Council Bill of Rights has been breached or that the stated policy of the Gold Coast Drug Council Inc has not been followed. A grievance may be against an individual or against the organization.

**Sexual Harassment:** Any verbal or physical conduct of a sexual nature is sexual harassment when such conduct is uninvited, unreciprocated, unwelcome or repeated.

Violence is any behaviour that causes fear in another.

The Grievance Procedure is available to consumers, residents, out-clients, volunteers and staff members. Please feel free to use this procedure. A full description of this Policy is available from reception on request.

## **The Grievance Procedure:**

### **Step 1:**

Speak to the other party(s), if possible. Include online manager where possible.

### **Step 2:**

Complete the Grievance Form, which is available from the Reception Area. If you require help you may seek help from a staff member(s), volunteer, or with whom ever you feel comfortable. You may also make special contact with the Privacy Officer on 5535 9601. If you are a resident of the "Mirikai" Therapeutic Community Program, you may also ask your "buddy" to advocate for you.

### **Step 3:**

Submit the formal Grievance to the Executive Director. If the Grievance is against the Executive Director, it is submitted directly to the President of the Gold Coast Drug Council Inc.

### **Step 4:**

The Executive Director of the Gold Coast Drug Council will initiate a formal Mediation Session if safe and appropriate. This will take place within 5 working days of the reception of the Grievance.

You are entitled to have a support person present at this mediation. It may be a staff member(s), volunteer, buddy or with whom ever you feel comfortable. You may also seek the support of the Privacy Officer.

### **Step 5:**

If the issue remains unresolved, the Executive Director will forward the Grievance to the President of the Gold Coast Drug Council. A panel of, up to 3, appointed Board Members will hear your Grievance. The Gold Coast Drug Council Board undertakes to treat this matter with urgency and a decision will be handed down within 21 working days. You are entitled to your nominated supported at any meetings with the panel.

### **Step 6:**

The decision of the Gold Coast Drug Council Board will be final.

If you have not received a decision for the Board within 21 working days, you may appeal to the Industrial Relations Commission.

And, if you wish to appeal against the decision of the Board, to the Industrial Relations Commission, it must be done within 21 working days of receiving the decision.

# PROGRAMS & SERVICES

## RESIDENTIAL PROGRAMS

Mirikai Therapeutic Community Program

Outreach Accommodation Support  
and Integrated Services (OASIS)

Drug Court Program

Drug Court Supported  
Accommodation Program (MISO)

## OUT-CLIENT PROGRAMS

Personal Support Program (PSP)

Drug Court Day Therapeutic  
Community Program

Queensland Illicit Drug Diversion  
Initiative (QIDDI)

Youth Outreach Program

DRASTIC Program

Youth Dual Diagnosis Support Program

Family Therapy Program

## OUT-CLIENT SERVICES

Family & Friends Support Group

Earlybirds Support Group

Stop Pot

Supervised Urinary Testing (UT)

## HEALTH EDUCATION

Drug Awareness Course

### HOW TO GET HERE:

Surfside Bus Lines run from Pacific Fair to West Burleigh Shopping Centre on Route Number 4 departing at:

<u>Morning</u>	<u>Afternoon:</u>
8:54 9:54 10:54 11:45 12:54	1:54 3:00 3:40

Surfside Bus Lines run from the Pines Shopping Centre to West Burleigh Shopping Centre on Route Number 757 departing at:

<u>Morning</u>	<u>Afternoon</u>
8:29 9:29 10:29 11:29 12:29	1:29 2:29 3:29

### HOW TO LEAVE HERE:

Surfside Bus Lines run from West Burleigh Shopping Town to Pacific Fair on Route Number 4 departing at:

<u>Morning</u>	<u>Afternoon</u>
7:55 8:55 9:45 10:45 11:45 12:45	1:45 2:55

Surfside Bus Lines run from West Burleigh Shopping Town to the Pines Shopping Centre on Route Number 757 departing at:

<u>Morning</u>	<u>Afternoon</u>
8:34 9:32 10:32 11:32 12:32	1:32 2:32 3:32

For additional times and routes, please phone **TRANSINFO** on **131230**, or visit the web site at [www.translink.com.au](http://www.translink.com.au).

# Consumer Grievance Procedure

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Burleigh BC  
QLD 4220