**Client Induction Information**

|  |  |
| --- | --- |
| Name: |  |
| Address |  |
| Tel No: |  |
| Children’s Names &Ages |  |

**Our Ethos**

In Springboard everybody is accepted for the talents, strengths, skills and resources they possess. In our work with you and if appropriate your children we aim to be respectful, caring, empowering and professional. The best interest of your children is our first priority. Ultimately it is our hope that your family life will be a happy and nurturing experience for everyone. We work in an open fashion and to that end we wish to point out the following.

**Confidentiality & Child Protection**

Our work with you is confidential. However under the Children First Act 2015, if we become aware of children at risk of neglect, harm or abuse we are mandated to contact the Child Protection Social Work Department and or the Gardaí. If this occurs and where appropriate we will discuss our concerns with you ahead of making contact with the Social Workers and or the Gardaí.

*Our Child Protection and Confidentiality policies are available upon request.*

I understand and accept confidentiality with Meath Springboard as outlined above;

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Your Information: Why, Where, How, What and When**

**Where**: Meath Springboard FSS store the details of our work on Microsoft Dynamics 365 © 2016 Microsoft.

**What**: We keep records of calls, visits and any communications made in relation to our work with your family.

**Why**: We do this so we can ensure to provide a focused and supportive service to your family and so we can verify the quantity of work carried out by our service to our funders.

**When**: We keep these electronic records until the child reaches their 21st birthday (when we work directly with a child) or for 3 years from date of closing (if only working with a parent)

*Our Data Protection Policy that is available on request.*

**Sharing your information**: at times we will support you or your family in working with other organisations. Some examples include the local county council, schools, primary care services, Child and Adolescent Mental Health Services etc. We only share information with other agencies as a part of supporting you in achieving your goals. In the event that we are going to discuss your family with another agency/person we will only do so with your explicit consent.

|  |
| --- |
| **I understand and agree to the processing of my personal information by Meath Springboard FSSS**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Witnessed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Commitment Statement.

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ as an employee of Meath Springboard FSS undertake to work with you to the best of my ability and in doing so to treat you and your family with the utmost respect. If you are not happy with my work or at any stage not satisfied with how things are going, you have the right to complain. If you have any concerns about the work that I undertake with you or your family, please feel free to discuss them with me / or the Manager. A copy of our Feedback, Compliments and Complaints Policy is available upon request.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff member Date

**Parent Commitment Statement.**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have discussed this document with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_and I am satisfied with its content. I agree to work and co-operate to the best of my ability with Meath Springboard Family Support Services Staff.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent Date