

Client Information

Client Feedback and Complaints

We want to be certain that our services are helpful, professional and respectful of each client's needs. You can help us by telling us what you like or don't like about our service. Your feedback helps us to make our services the best it can be for our clients.

HOW DO I GIVE FEEDBACK?

If you have ideas about how our service could be better, or you want to tell us about your experience at CatholicCare, **please share this information with us by:**

- talking to our staff members in person;
- explaining your thoughts over the phone; or
- sending an email or letter to us.

HOW DO I MAKE A COMPLAINT?

CatholicCare wants to resolve any complaints we receive in a peaceful and respectful way. You/your service will not be disadvantaged if you make a complaint

There are three ways to make a complaint:

Option 1 Explain the problem to the staff member who is helping you so they can fix the problem quickly and calmly.

Option 2 If you do not feel comfortable speaking to the staff member directly, you can ask to speak to the staff member's manager about the problem. You can do this by phoning: 1300 477 433 or sending a letter to CatholicCare, PO Box 1733, QLD 4350.

The manager will calmly talk to you about your problem or send a written response to you within 7 days. The manager will work with you to find a solution and will make sure you understand what is happening to resolve your concerns.

Option 3 If your concerns are not able to be resolved through the first two options, you can contact the CatholicCare Complaints Manager on:

- ☎ **1300 477 433** or via email at
- @ **hello@catholiccare.services** or by mail to
- ✉ **CatholicCare, PO Box 1733, QLD 4350.**

Please Note: If your complaint has not been resolved through the three options, you have the right to contact the relevant funding body, including the National Disability Insurance Agency (NDIA).

What to Include in a Complaint

You should explain your concern in your own words. You should include enough information so we have a clear picture of the problem. This is so we can work out the best way for us to respond.

Support

You have the right to have a support person, carer, and/or interpreter help you during the complaint process.

Client Privacy and Confidentiality

- We respect your right to keep personal information private. All information is stored securely to make sure it is safe.
- We keep records of your personal information so we can help you and know which service is best for you.
- Sometimes we may need information from other professionals or agencies to help you. There may also be times that other professionals/agencies need information from us. We will ask your permission before your information is requested or shared (in accordance with CatholicCare guidelines).

CatholicCare is committed to the Australian Privacy Principles 2014.

LIMITS TO CONFIDENTIALITY

- We share information with the people who fund us but the identity of our clients will always be protected.
- A court of law may force us to give your information to a judge or magistrate.
- We must tell relevant authorities, family members or other agencies if we believed there is a possibility or intention to harm somebody (including self-harm).
- We must tell relevant authorities (eg the police or Child Safety) about serious criminal offences as outlined in the Child Protection Act 1999 and the Crimes Act 1914.

We're with you.

CLIENT RECORDS

Adults

We keep records for 7 years after an adult's final appointment with us.

Children

We keep records for 7 years after the year a child turns 18 or their final appointment (whichever is last).

Clients with impaired decision-making capacity

We keep records for 7 years after the impaired person dies or the person no longer suffers from the impairment, whichever happens first.

(Section 29 (2)(c) QLD Limitations of Actions Act 1974).

CLIENT RECORD VIEWING

Clients can request to see their file or records by contacting our Privacy Officer on 1300 477433. We always check to make sure it is going to be safe and appropriate before a client is able to see their file or records. If we decided that it would not be safe, then we may refuse the request but would explain why.

Advocacy

- Advocacy is when a person who is disadvantaged has someone else speak for them
- Advocacy should bring about good outcomes to make sure a person keeps as much control as possible
- An advocate may speak, act or write on behalf of the person if needed. If you have an advocate, CatholicCare asks that you:
 - » tell us about your advocate;
 - » give us your written permission for your advocate;
 - » are kept informed of any decisions that are made; and
 - » your advocate cannot be an interpreter for you.

Client Rights

As a person using CatholicCare services, you have these rights:

- To receive good quality services
- To be treated with respect and courtesy
- To be informed and consulted about your service
- To have your personal information kept private and confidential
- To have another person (who you choose) support you
- To have your comments valued
- To make a confidential complaint if you are not happy with the services you receive
- You can refuse a service if you choose to.

Client Responsibilities

Clients also have some responsibilities to CatholicCare staff and volunteers:

- You will give staff information so we can provide you with services that are best for you
- You will treat staff with respect and courtesy (for example, tell us as soon as possible if you cannot make an appointment or tell us if any of your contact details change)
- You will not abuse or harass our staff
- You will ask for clarification or more information if you do not understand something about the support you are getting at CatholicCare.

CatholicCare's Responsibilities

- We will make sure our support is the best it can be when helping you
- We will make sure our support is easy to get to and affordable, no matter your gender, race, beliefs or disability
- We will share all information with you that we are able to and will seek your permission if we need to share your information
- We will make sure that people from other countries and cultures are valued
- We will use your comments to improve our support if you give us permission to
- We will tell you about how to be safe in our office, eg emergency assembly points, smoking areas etc.

We're with you.

Catholic Diocese Of Toowoomba, CatholicCare Social Services | ABN: 78 793 694 389

