

Client Information

Client Feedback and Complaints

We aim to provide an equitable, respectful and professional service so your feedback is important to us. If you have concerns about any aspect of the service you have received, there are a steps you can take to have your concerns heard and resolved.

HOW DO I GIVE FEEDBACK?

CatholicCare management and staff welcome feedback on the quality of our services and/or ideas for how we could improve. You can provide your feedback to us in person, by phone or in writing.

HOW DO I MAKE A COMPLAINT?

CatholicCare seeks to resolve all complaints in a supportive and timely manner. You/ your service will not be disadvantaged as a result of making a complaint. There are three options for you to consider utilising to have your complaint addressed by CatholicCare:

Option 1 Talk to the relevant staff member

If you feel comfortable to do so, please discuss your concerns with the relevant staff member so they may have the opportunity to resolve the issue with you in a timely and constructive way. Our staff members can also advise you about the process for lodging a formal complaint (if this is required).

Option 2 Contact our Program Manager

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 discuss your concern with you and will aim to resolve the matter to your satisfaction, with a view to reaching an agreement on what action may or may not need to be taken.

We will keep you informed about the progress of your complaint. You can expect that the matter will be dealt with promptly with a response from the Program Manager or a delegated staff member within 7 days of receiving your complaint.

Option 3 Contact our Complaints Manager

If your concern is not able to be resolved through Options One or Two, you may contact the CatholicCare Complaints Manager on:

-  **Phone:** 1300 477 433
-  **Email:** hello@catholiccare.services
-  **Mail:** Private and Confidential, Complaints Manager, PO Box 1733, QLD 4350

Support

You have the right to have a support person, carer, and/or interpreter assist you when making a complaint and during the complaints resolution process.

What to Include in a Complaint

When making 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 will allow us to assess your complaint and determine the most appropriate response.

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

Client Privacy and Confidentiality

- We respect your right to keep personal information private. All information is stored securely to ensure your privacy is maintained.
- Personal information is used to assist us in providing a service that best meets your circumstances.
- At times we may require information from other professionals or agencies to meet your particular needs. There may also be times that other professionals or agencies require information that we hold about you to meet your service provision needs. In these circumstances, we will seek your permission to obtain or release information in accordance with CatholicCare's formal policies and procedures.
- CatholicCare is committed to the Australian Privacy Principles 2014.

We're with you.

LIMITS TO CONFIDENTIALITY

- We are required to provide regular reports to our funding bodies for accountability purposes. The reported information is only accessible to our funding bodies in a de-identified format.
- Counselling Client information (case notes) may be subpoenaed by a court of law.
- CatholicCare has a Duty of Care to inform relevant authorities, family members or other bodies of any actual or intended harm (including self-harm) of a person.
- CatholicCare is obliged to notify relevant authorities about serious criminal offences as outlined in the Child Protection Act 1999 and the Crimes Act 1914.
- CatholicCare will only release client information:
 - » with the client's informed consent to do so;
 - » if a law requires us to;
 - » where there is child abuse or risk of abuse; or
 - » if an Independent Children's Lawyer makes a request to us under the Family Law Act 1975 (Cth).

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 are welcome to look at their file, and may request access to their records by contacting our Privacy Officer on 1300 477 433. Access will be subject to considerations about legal and privacy issues and the safety of other people.

Client Rights

As a person using CatholicCare services, you have a number of rights. CatholicCare recognises your right to:

- Receive good quality services
- Be treated with dignity, respect and courtesy
- Participate in making informed choices about your care
- Be informed and consulted about the services you receive
- Expect privacy, confidentiality, and access to personal information kept about you by CatholicCare
- Have another person of your choice support you and advocate on your behalf
- Have your comments valued
- Make a confidential complaint if you are not happy with the services you receive
- Refuse a service

Client Responsibilities

While you have a number of rights as a client, you also have some responsibilities to the people providing care to you. As a client of CatholicCare, we ask that you:

- Provide staff with information so we can provide a service that recognises your strengths and the areas in which you need support
- Treat staff with respect and courtesy; for example, by letting them know as soon as possible if you cannot keep an appointment or to advise if there is a change to your personal details
- Seek clarification if you need more information about your participation in our programs
- Take responsibility for the results of any decisions which you make with staff about your care
- Share responsibility with our staff for ensuring that harassment, abuse or discrimination does not occur



CatholicCare's Responsibilities

- We will keep an up-to-date knowledge of policies and procedures in providing our services to you.
- We will ensure our services are accessible and affordable, especially to those who are disadvantaged, regardless of gender, ethnic origin, beliefs or disability.
- We will support you in ensuring you are well informed before you are asked to give either written or verbal consent.
- We will support you in ensuring that our expectations of you are clear.
- We will ensure that cultural and linguistic diversity is acknowledged and valued in the way we provide our service to you.
- We will use feedback from comments and complaints to improve our services where you have given us permission to do so.
- We will advise you of workplace health and safety issues relating to our premises, for example, emergency assembly points, smoking areas etc.

Advocacy

- Advocacy is the process of standing alongside an individual who is disadvantaged, and speaking out on their behalf in a way that represents the best interests of that person.
- The aim of advocacy is to bring about beneficial outcomes in a way that enables each client to retain as much control as possible over how it is carried out.
- Advocacy may involve speaking, acting or writing on behalf of an individual (or group) who has limited ability to exercise his/her rights.
- CatholicCare encourages people to use advocates if needed to ensure:
 - » CatholicCare/FRC is informed of the advocacy arrangement
 - » The advocate is always working in your best interests
 - » Written permission is provided to us
 - » You are kept informed of any decisions that are made
 - » The advocate does not act as an interpreter for you while acting in an advocacy role

Get In Touch

P: 1300 348 248

E: hello@catholiccare.services

W: catholiccare.services

A: PO Box 1733, Toowoomba, QLD 4350