

CatholicCare Client Information

Client Feedback and Complaints

CatholicCare wants to make sure we provide a fair, respectful and professional service for you. If you do not like, or are unhappy about, any part of your service, then you can tell us your feedback in different ways.

How do I give feedback?

If you have any ideas to make your service better or want to tell us if you are happy or not, we would like to hear from you. You can tell us this in person, by phone or in writing. We like it when you give us feedback because it helps us to make our program better.

How do I make a complaint?

CatholicCare wants to fix all complaints in a peaceful, comfortable, and easy manner. You/your service will NOT be disadvantaged if you make a complaint. There are three ways to make a complaint:

1. If you feel comfortable, tell the staff member who is helping you so that they can fix it for you quickly and in a helpful way.
2. A staff member can also help you with the process for making a complaint.
3. If you still have a problem or feel uncomfortable with doing the first step (above), you can call the **Manager** on **1300 477 433** or **mail** your feedback to: CatholicCare, PO Box 1733, QLD 4350.

The Manager will talk about the problem with you and will try to fix the problem, making sure you know what will happen. We will keep you up to date as we fix the problem. The issue will be dealt with quickly – you will hear back from us **within 7 days** of receiving your complaint.

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

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.

After you finish Step 2, if you are not happy then you can contact the **CatholicCare Complaints Manager** on:

P: 1300 477 433

E: enquiries@catholiccare.services

M: Private and Confidential, Complaints Manager, PO Box 1733, QLD 4350

Please Note: If your complaint has not been fixed, you can contact the relevant funding body.

Client Privacy and Confidentiality

- We respect your right to keep personal information private. All information is stored securely to make sure it is private.
- We keep 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 also may be times that other professionals or agencies require information we have so they can help you. We will ask your permission to get or share your information (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 anything that could identify you is removed.
- We could be subpoenaed by a court of law and then have to share your information.
- We have a Duty of Care to tell relevant authorities, family members or other agencies if we believed that there was a possibility of harm actual or intended harm (including self-harm) about a person.
- Finally we are obliged to notify 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*.

Client Records

Adults - we keep records for 7 years after your 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 – if a person cannot make decisions for themselves, we keep records for 7 years after the year they no longer have impaired capacity or they die, whichever event happens first.

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

Client Record Viewing

Clients can look at their file, and may ask to access their records by contacting our Privacy Officer on **1300 477 433**. We always check to see that it is going to be safe when you look at your records. If we thought it would not be safe, then we may refuse your request but would explain why.

Client Rights

As a person using CatholicCare services, you have a number of **rights**, which include:

- You need to receive good quality services
- You need to be treated with respect and courtesy
- You need to be part of decisions made about your care
- You need to be informed and consulted about the services
- Your information will be kept in ways that are private and confidential
- You can have another person you choose support you
- You will have your comments valued
- You can make a confidential complaint if you are not happy with the services you receive
- And you can refuse a service.

Client Responsibilities

While you have a number of **rights** as a client, you **also have some responsibilities** to CatholicCare staff and volunteers:

- You will give staff information so our service helps you in the areas you need support
- You will treat staff with respect and courtesy (for example, let them know as soon as possible if you cannot make an appointment or to let them know if any of your details change)
- You will take part in decisions you make with staff about your support
- And you do not abuse or harass our staff.

CatholicCare's Responsibilities

- We will make sure our support is the best it can be when helping you in our support
- We will make sure our support is easy to get to and affordable, no matter your gender, race, beliefs or disability
- We will tell you everything if we can, 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
- We will tell you about how to be safe in our office, eg emergency assembly points, smoking areas etc.

Advocacy

- Advocacy is when a person who is disadvantaged, has someone else speak out on 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
 - ✦ you give us your written permission for your advocate
 - ✦ you are kept informed of any decisions that are made
 - ✦ your advocate cannot be an interpreter for you

Contacting CatholicCare

P: 1300 477 433

E: enquiries@catholiccare.services

W: www.catholiccare.services

A: PO Box 1733, Toowoomba, QLD 4350