Feedback & Complaints

Centacare*CQ* welcomes feedback on our services.

Feedback can be submitted in person, by phone or in writing. If you are not satisfied with the service **you have the right to complain**. A complaint can be lodged personally, through an **advocate**, a **family member** or a **supporter**.

Stage 1 - Raise an Issue. If you feel comfortable, speak directly to the staff member and allow them to resolve the issue. If you feel uncomfortable talking directly to them, or if it is not appropriate, you may speak to another staff member or the relevant manager.

Stage 2 - Formal Complaints. You can lodge a formal complaint with the relevant manager who will record your complaint confidentially. The manager will work with you to resolve the issue as quickly and fairly as possible.

Stage 3— If Not Satisfied. If you are not happy with the response to your complaint (informal or formal), you can contact the Site Coordinator or Program Manager. If you are still not satisfied you can contact the Diocesan Director:

Diocesan Director
Mail: PO Box 819, Rockhampton Q 4700
Phone: 1300 523 985

Call Centacare*CQ* on

1300 523 985

CentacareCQ
DIGNITY • COMMUNITY • CHOICE
www.centacarecq.com

Administration Office
16 Bolsover St
PO Box 819
Rockhampton Q 4700
E admin@centacarecq.com

Client Services Information

CentacareCQ
DIGNITY • COMMUNITY • CHOICE

1300 523 985
www.centacarecq.com

Privacy

Centacare*CQ* ensures those who use our services are treated with dignity and respect. We respect your right to privacy and safeguard your personal information.

Excluding the event of a serious moral or legal requirement (i.e. a medical emergency), your privacy rights will be held paramount. Centacare*CQ* will only collect and store information relevant to your service needs. We comply with the Commonwealth Privacy Act 1988 and the Information Privacy Act 2009 (QLD). We are also compliant with our contractual obligations to a range of government departments.

If you require further information on our Privacy Policy, please visit: www.centacarecq.com

Confidentiality

Centacare*CQ* will only ask for personal information relevant to our service delivery.

- All client information is securely stored in a manner that prevents unauthorised access (both soft and hard copies). Clear security measures are in place to protect the confidentiality of client information.
- Centacare*CQ* does not disclose personal information to any other organisation without the consent of the client. When there is a need to refer clients, information about clients can only be released with full knowledge of content, and consent by the clients.

Client Record Storage

Centacare*CQ* client records are kept in secure storage:

- **Adults** - records are kept for seven years after a service was last received by the client.
- **Children** - records are kept for seven years after the year the child turns 18, or after they last received a service (whichever is the later date).
- **Clients with impaired decision-making capacity** - records are kept for seven years after the year the client no longer has an impaired decision-making, or after death, whichever event occurred first. (Section 29 (2)(c) Queensland Limitations of Actions Act 1974).

Client Record Disposal - After the specified timeframe, files are disposed of in a timely and secure manner. Centacare*CQ* has a register of destroyed files with the date of disposal.

Client Record Viewing - Clients are welcome to look at their file and may request access to their records by writing to the Director. Access will be subject to considerations about legal and privacy issues and the safety of other people.

Please note that your right to access information does not include a right to photocopy, photograph or remove information or documentation.

Ombudsman

Centacare*CQ* provides an Ombudsman for its clients. This is an **external and independent party** who adjudicates issues and concerns in an unbiased manner. The Ombudsman works towards resolution of your grievances and complaints.

To contact the Ombudsman:
Email: ombudsman@centacarecq.com
Phone: 0400 667 977

If you feel you need an advocate to assist you in accessing our services, please ask for a copy of our Advocacy Brochure.

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