



CentacareCQ welcomes feedback and seeks to resolve all complaints in a non-threatening and accessible manner.

Vision


To be the first-choice provider of professional community services in the Catholic Diocese of Rockhampton.

Mission

To share in the healing ministry of Jesus, by providing professional community services to enhance the wellbeing of individuals and families.

Call CentacareCQ on
1300 523 985




 **CentacareCQ**
A Ministry of the Catholic Diocese of Rockhampton
www.centacarecq.com

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Community Care Services

Feedback & Complaints



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The Feedback Process

CentacareCQ values feedback from consumers, partners, families, representatives, friends, advocates, staff and volunteers.

Any feedback collected helps CentacareCQ provide consistently high-quality, effective and professional services.

How do I give Feedback?

You can give feedback to CentacareCQ staff or management:

- **in person**
- **by phone:** 1300 523 985
- **in writing:** Community Care Feedback, PO Box 819, Rockhampton QLD 4700

Your feedback is encouraged as it provides us with valuable information to further develop and improve our services.



How do I make a complaint?

If you have concerns about any aspect of the services you receive, there are a number of steps you can take to have your concerns heard and resolved.

There are three levels to the Complaints Process.

Level 1

If you feel comfortable to do so, raise your concerns directly with the staff member and allow them the opportunity to resolve the issue. A staff member can also assist you to complete a Complaint Form.

Level 2

If you still have concerns or feel uncomfortable talking directly to the staff member, you may contact the relevant Aged Care Coordinator on **1300 523 985**. The Coordinator will discuss your concern and seek a resolution. An agreement will then be made on what action may or may not need to be taken, subject to your satisfaction.

Level 3

At anytime throughout this process you can contact the Aged Care Quality and Safety Commission on **1800 951822**; lodge an online complaint on their website at: **agedcarequality.gov.au**; Or **write a letter to:** Aged Care Quality and Safety Commission, GPO Box 9819, (Your capital city and state/territory).

The Aged Care Quality and Safety Commission can assist you with concerns about the quality of care or the services you are receiving. Their focus is on resolving your concern in your best interest.