

# CLIENT INFORMATION

Centacare Family  
& Relationship Services



Counselling

Marriage & Relationship Education

Domestic & Family Violence  
Prevention

Family Dispute Resolution

Community Programs



**centacare**

catholic support services. providing help. creating hope.

family & relationship services

# APPEALING A COMPLAINT

**To appeal a complaint or contact our funding bodies directly:** Please ask us which is the relevant funding body for your service.

## **Australian Government Department of Social Services**

p: 1800 634 035

e: [complaints@dss.gov.au](mailto:complaints@dss.gov.au)

DSS Feedback:

GPO Box 9820 Canberra ACT 2601

## **Queensland Department of Communities, Child Safety and Disability Services**

p: 1800 080 464

e: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)

Complaints Unit:

Department of Communities,  
Child Safety and Disability Services.  
GPO Box 806, Brisbane Qld 4001

## **Other State Government avenues for complaints:**

Queensland Department of Justice  
& Attorney General

Dispute Resolution Branch:

p: 1800 017 288

Queensland Ombudsman:

p: 1800 068 908

e: [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)

# WE WELCOME YOUR FEEDBACK

If you wish to make a complaint we have policies about confidentiality and privacy, access and equity and your safety. Should you wish to make a complaint or provide feedback about our services, please ask our staff to explain these procedures to you, provide a copy or assist you.

## What happens when you make a complaint to us?

You can talk to us or write to us.  
You can ask for our complaint form.  
We can help you fill it in.

You can lodge your complaint  
by mail, email or in person.

We will let you know we have  
received it within one calendar week.

One of our managers will investigate  
your complaint. The manager will record  
it on our complaints register and will take  
any action that is decided. We may be in  
touch with you to discuss your concerns.

We can report back to you if you wish.  
You can ask for feedback on our complaint  
form. You can appeal the outcome to us or  
the relevant funding body.  
Please speak to one of our staff.

What happens then? We use complaints  
to improve our service.

# PRIVACY COLLECTION STATEMENT

Centacare (we, our) collects personal information directly from you and from third parties for the purposes of providing you with a range of social care and support services; volunteering opportunities; sending you newsletters or other information that may be of interest to you; for purposes related to the performance of our functions or activities or as required by law. We collect, use and disclose sensitive information about you with your consent. We may disclose information about you to service providers, Commonwealth or State departments, or any other party that assists us in providing services or operating our business.

If the personal information you provide is incomplete or inaccurate, we may not be able to provide you with the services you seek. Our Privacy Policy (available on our website or on request) sets out how you can access and ask for correction of your personal information; how you can complain about privacy-related matters and how we respond to complaints.

## **Contact Details:**

Privacy Officer  
GPO Box 282, Brisbane, Queensland 4001  
e: centacare@bne.catholic.net.au  
p: 1300 CENTACARE (1300 236 822)

# CLIENT SERVICE CHARTER


When you use our services, you have a right to:

- respectful, courteous and non-discriminatory access to quality services with appropriately qualified staff
- information about our services and how we can assist you in participating and making decisions that best meet your needs and goals
- be advised if support people are able to attend with you
- be advised if it is appropriate for an infant/child to accompany you to your appointment
- be assisted with referral to other services where appropriate
- confidentiality and privacy, which may be limited:
  - when we need to protect someone from harm
  - when we are required by law to disclose information
- access to your information held by Centacare in accordance with privacy legislation
- give feedback about our services (anonymously if you choose)

- make a complaint, and to:
  - expect that it will be responded to promptly, fairly and sensitively
  - not experience any reduced service, negative consequences or any other discrimination
  - have a representative or advocate from another organisation
  - you can appeal the outcome to us or the relevant funding body.

(You can ask our staff to explain our complaint procedures to you, provide copies of complaint forms and to assist you.)





**When you use our services, you have a responsibility to:**

- attend your appointment on time and in a way which allows you to participate fully by:
  - providing accurate information to our staff
  - not having consumed alcohol or other substances
  - turning off mobile phones or pagers
- act on any agreements made between you and our staff which are aimed at benefiting your well being
- be respectful and courteous to staff and to others
- maintain confidentiality regarding information about other clients
- not put yourself or others at risk
- be responsible for any children attending our services in your company, if advised appropriate for child to attend
- pay any fees at the agreed time and advise us if payment of fees may cause hardship.

**What we do with your feedback:**

Client feedback is important in our planning processes to ensure we are meeting our clients' needs. We use your feedback to monitor, develop, review and improve our programs and performance.

## Our vision

Leading social change, strengthening families and supporting people in the spirit of the Gospel

## We value

- human dignity • respect for the individual
- justice and equality • working together
  - interdependence and community
- transparency and accountability • diversity



Archdiocese of Brisbane  
Member of Catholic Social Services Australia

1300 CENTACARE (1300 236 822)  
[www.centacarebrisbane.net.au](http://www.centacarebrisbane.net.au)

Centacare Family & Relationship Services

Please contact our Regional Managers/Coordinators  
at following locations:

### **Brisbane Metropolitan and North Coast Regions**

58 Morgan Street (PO Box 289)  
Fortitude Valley Qld 4006

p (07) 3251 5000

e: [cfrs.fortitudevalley@bne.centacare.net.au](mailto:cfrs.fortitudevalley@bne.centacare.net.au)

### **Gold Coast Region**

50 Fairway Drive  
Clear Island Waters Qld 4226

p (07) 5527 7211

e: [cfrs.cgc@bne.centacare.net.au](mailto:cfrs.cgc@bne.centacare.net.au)

### **South Burnett Region**

15 Albert Street  
Kingaroy Qld 4610

p (07) 4162 5439

e: [CentacareSouthBurnett@bne.centacare.net.au](mailto:CentacareSouthBurnett@bne.centacare.net.au)