



Our Vision

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

Our Mission

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

Get Started Now

 **Online at:** www.catholiccarecq.com

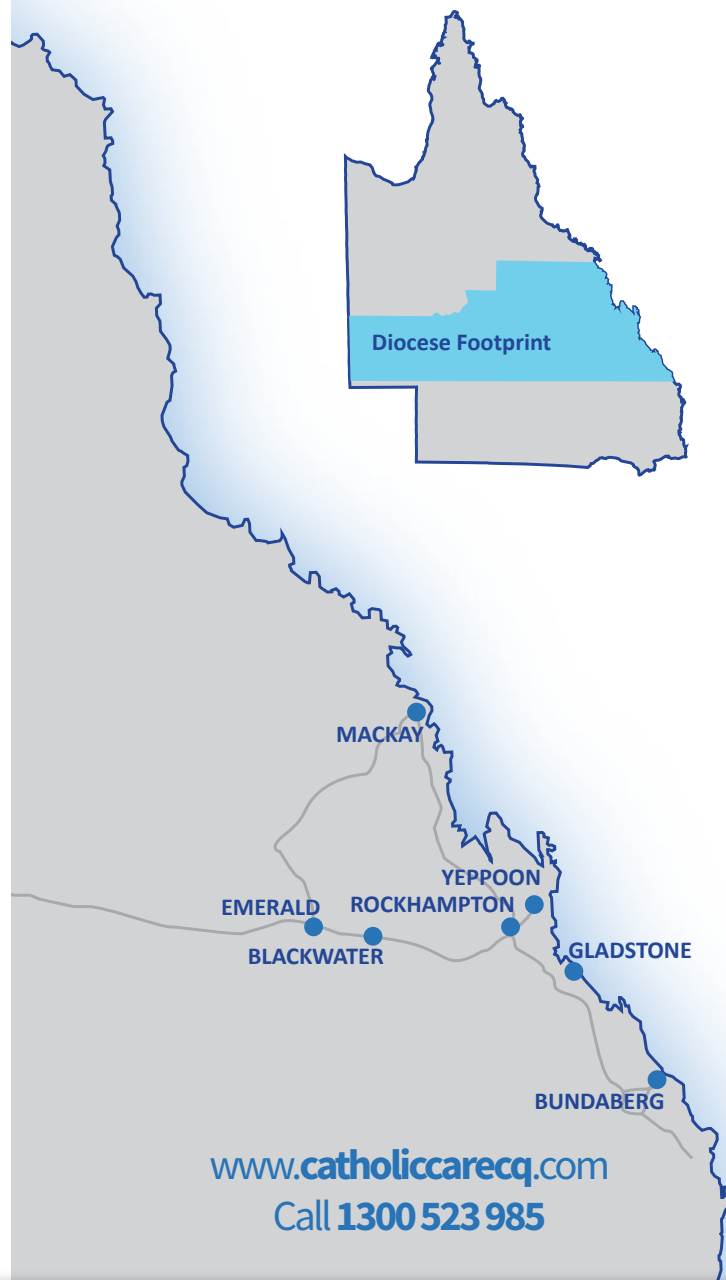
 **Call:** 1300 523 985

 **Email:** admin@catholiccarecq.com



Our Support Areas

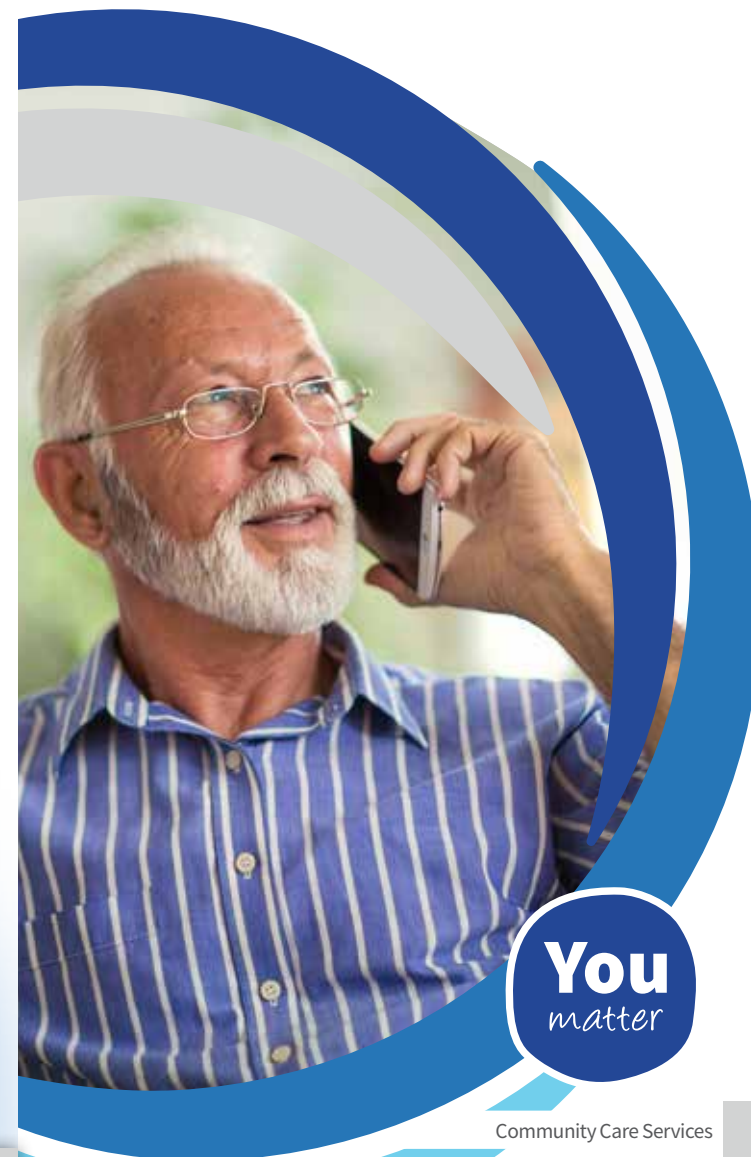
With offices across Central Queensland, a member of the CatholicCare team is never far away.



www.catholiccarecq.com
Call **1300 523 985**

CatholicCare
CENTRAL QUEENSLAND

Feedback & Complaints



You
matter

The Feedback Process

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

Your feedback helps CatholicCare provide consistently high quality, effective and professional services.

How do I give Feedback?

You can give feedback to CatholicCare:

- **in person** at your nearest CatholicCare office
- **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, you can 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.



The value of
**your feedback is
priceless to us.**

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 any time throughout this process, **you can contact:**

- the Aged Care Quality and Safety Commission on **1800 951 822**
- lodge an online complaint on their website **agedcarequality.gov.au**
- write a letter to: Aged Care Quality and Safety Commission, PO Box 9819, (your capital city, 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.