

# Feedback & Complaints

## Stage 1 - Raise an Issue

If you feel comfortable to do so, raise your concerns directly with the staff member and allow them the opportunity to resolve the issue. If you do not feel this method is appropriate, you may speak to another staff member or relevant manager.

## Stage 2 - Formal Complaints

You can lodge a formal complaint with the relevant manager in person, by phone or in writing. A record of your complaint is kept in a secure and confidential file. The relevant manager will work with you to resolve the complaint 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 Senior Regional Coordinator or Program Manager. If you are still not satisfied you can contact the **Diocesan Director**:

**Mail:** PO Box 819, Rockhampton Q 4700

**Phone:** 1300 523 985

A Family Dispute Resolution Practitioner (FDRP) must not share any information disclosed to them during an individual session OR during a Family Dispute Resolution session, unless an FDRP reasonably believes they must in order to:

1. Comply with a State, Territory or Commonwealth law
2. Protect a child from the risk of harm (neglect/ physical, emotional or sexual harm)
3. Prevent or lessen a serious threat to the life or health of a person
4. Report a likely offence involving violence or a threat of violence to a person
5. Prevent or lessen a serious threat to the property of a person
6. Report a likely offence involving a threat or intentional damage to a person's property
7. If a lawyer independently represents a child's interests under an order under section 68L – assist the lawyer to do so properly.

Evidence of anything said or any admission made in the company of a Family Dispute Resolution Practitioner is not admissible in any Court or in any proceeding in a State, Territory or Commonwealth Court, unless the admission indicates:

1. That a child under 18 has been abused or is at risk of abuse; or,
2. A disclosure by a child under 18 indicates that the child has been abused or is at risk of abuse
3. And there is insufficient evidence available to the Court from other sources.



# Client Services Information



An Australian Government Initiative

# Privacy

**The Family Relationship Centre (FRC) ensures that those who use our services are treated with dignity and respect.**

Your privacy rights will be held paramount, unless there is a serious moral or legal requirement i.e. a medical emergency. We have a legal obligation under the Privacy Act 1988 to follow the privacy principles, and to be compliant with our contractual obligations to a range of government departments.

See our website for the complete Privacy statement.

## Confidentiality

All client files are securely stored in a manner that prevents unauthorised access. Clear security measures are in place to protect the confidentiality of client information.

The FRC **does not disclose personal information** to any other organisation without the consent of the client. When there is a need to refer a client, information can only be released with the client's consent.

## Client Record Storage

FRC client records are kept in secure storage:

- **Adults** - records are kept for 7 years after a service was last received by the client.
- **Children** - records are kept for 7 years after the year they turn 18, or last received a service (whichever is the later date).
- **Clients with impaired decision-making capacity** - records are kept for 7 years after the year the client no longer has an impaired decision-making capacity, or when the client has died, whichever event occurred first. (Section 29 (2)(c) Queensland Limitations of Actions Act 1974).

- **Record Disposal** - After the aforementioned timeframe, files are disposed of in a timely and secure manner. The FRC has a register of files that are destroyed and the date of disposal.
- **Record Viewing** - Clients may request to look at their file, however access will be subject to considerations about legal and privacy issues and the safety of other people.

***Please note:** your right to access information does not include a right to photocopy or remove information or documentation.*

## Rights & Responsibilities

As a person using the FRC services, you have a number of rights and responsibilities.

**You have the right to:**

- Receive good quality services
- Be treated with respect and courtesy
- Be part of decisions made about your services
- Be informed and consulted about the services you receive
- Expect privacy, confidentiality, and access to your personal information
- Have another person of your choice support you
- Have your comments valued
- Make a confidential complaint if you are not happy with the services you receive
- Refuse a service

**Your Responsibilities:**

- To treat all staff with respect and courtesy - informing staff if you cannot keep an appointment as soon as possible.
- To contribute to a safe work environment for staff, and help them to provide you with services safely.
- To take responsibility for the results of any decisions you make with staff about your services.

**Family Relationship Centre Responsibilities:**

- To uphold the rights of each person, including their right to dignity, privacy and a safe environment.
- To empower clients to achieve maximum levels of autonomy and self-determination.
- To ensure its services are accessible and affordable to those who are disadvantaged, regardless of gender, ethnic origin, beliefs or disability.
- To work cooperatively with other community agencies and groups to identify community needs and contribute towards a supportive community.
- To be fully accountable for its programs and financial operations.
- To be committed to quality of service and the continuous improvement of its client-focused services.

*If you feel you need an advocate to assist you in accessing our service, please ask for a copy of our 'consent for a support person' document.*

## Contact Us

**Phone:** 1300 783 544

**Web:** [www.catholiccarecq.com](http://www.catholiccarecq.com)

**Email:** [frcockhampton@catholiccarecq.com](mailto:frcockhampton@catholiccarecq.com)  
[frcmackay@catholiccarecq.com](mailto:frcmackay@catholiccarecq.com)