



Our **Vision**

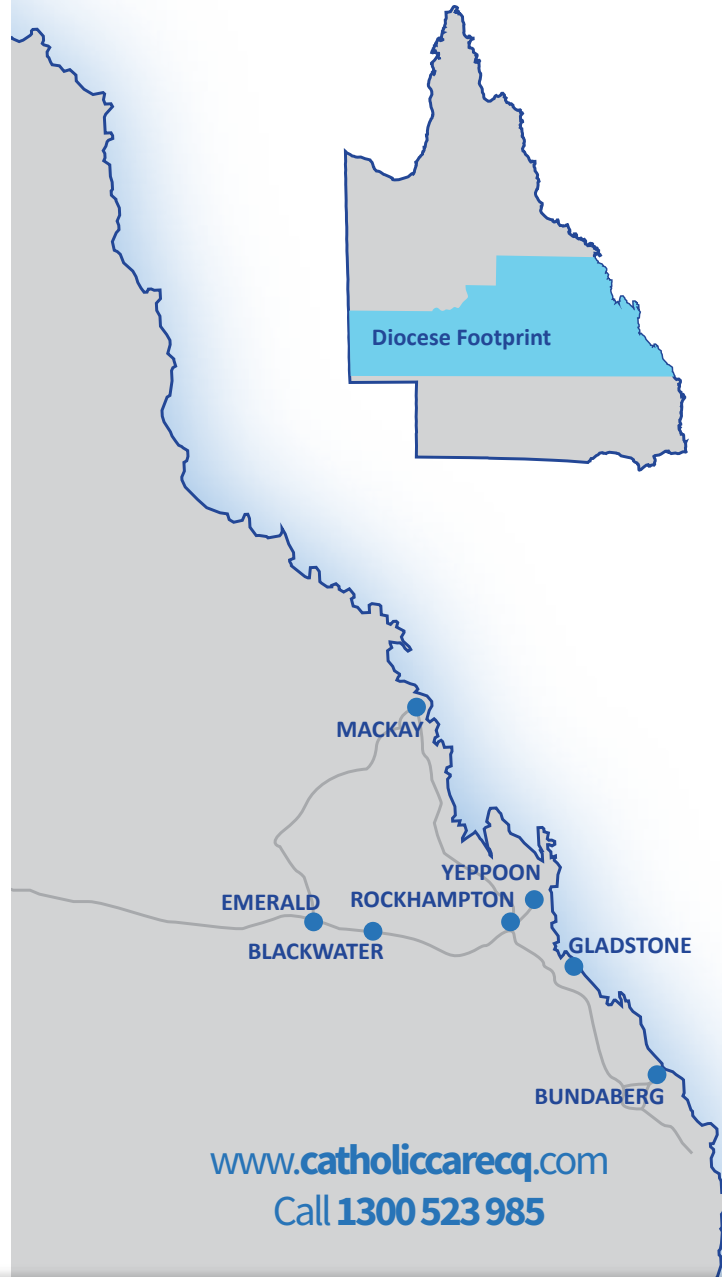
To be the first-choice provider of professional community services in the Catholic Diocese of Rockhampton.

Our **Mission**

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

Our **Support Areas**

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



CatholicCare
CENTRAL QUEENSLAND

NDIS Feedback & Complaints



The feedback process

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

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

How do I give feedback?

You can give feedback to CatholicCare staff or management:

- In person: at your nearest CatholicCare office
- By phone: 1300 523 985
- Online: catholiccarecq.com
- In writing: NDIS 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 your local NDIS Plan Facilitator on 1300 523 985. The Facilitator 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.



Your feedback is a gift to help us better support you.

- **Level 3** - If you are not satisfied a complaint can be made at any time to the NDIS Commission:
 - Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
 - National Relay Service 1300 555 727, TTY 133 677 or SMS relay number 0423 677 767
 - Completing a complaint contact form available by visiting ndiscommission.gov.au

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- How an NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

Get Started Now

-  **Online at:** www.catholiccarecq.com
-  **Call:** 1300 523 985
-  **Email:** admin@catholiccarecq.com

