

ABOUT CATHOLICARE

CatholicCare Sydney is the official welfare agency of the Catholic Church in the Archdiocese of Sydney, delivering more than 140 programs in the areas of ageing, dementia and disability care; employment, education, training and support services; and children, youth and family services.

In accordance with our vision, CatholicCare promotes the dignity, equality and participation of our service users, through the provision of more than 745,000 occasions of service each year.

The work of CatholicCare is guided by the Catholic tradition of compassion and concern for social justice. Our role is to facilitate the development of individuals, families and communities most in need, through quality services, research and advocacy.

Our services include family and relationship counselling; drug, alcohol and gambling support services; foster care and adoptions; services for children and young persons at risk of physical or emotional harm; mediation and conciliation; marriage preparation; school counselling; employment services; St Patrick's Institute of Education; training for people with a disability; supported accommodation; respite services; and support services for the aged and people with a disability.

As a person-centred organisation, CatholicCare has people at its heart. People should determine the support they receive and be empowered to make decisions that will enable them to live positive and fulfilling lives. The services provided by CatholicCare are inclusive of the whole community regardless of circumstance, ethnicity, religion, economic situation, age, gender or ability.

CONTACT US

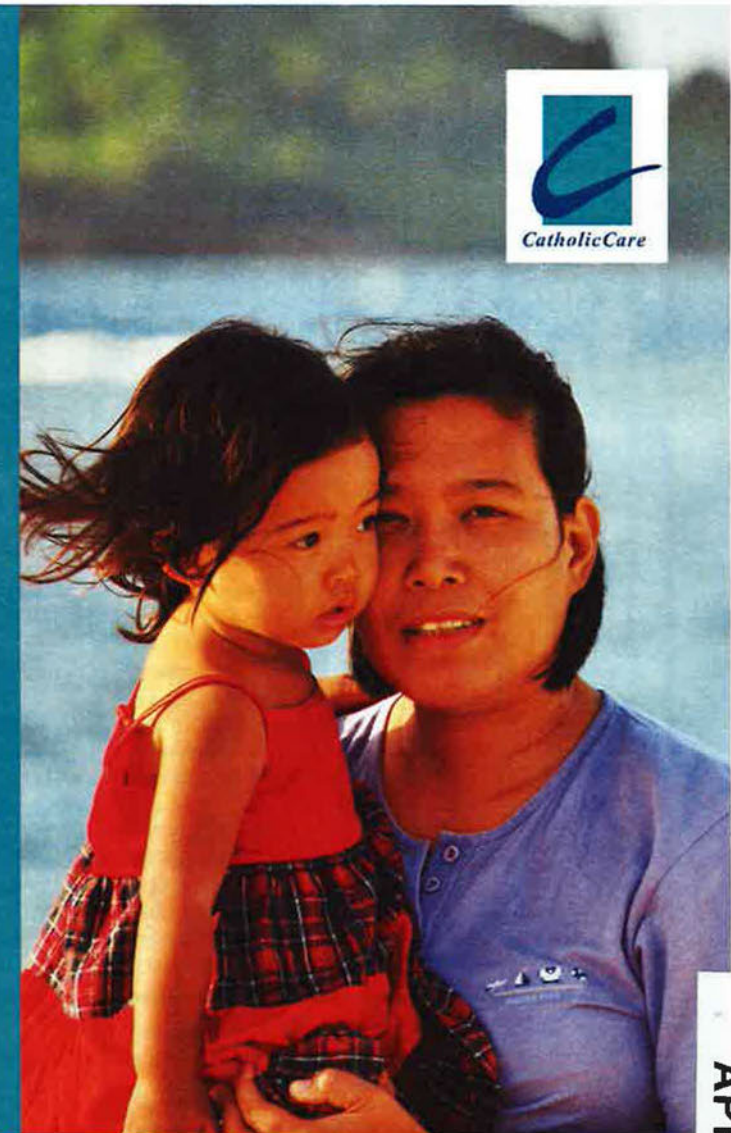
CatholicCare Sydney

Level 10, 133 Liverpool Street
Sydney NSW 2000
p. 02 9307 8100
f. 02 9261 0510
e. info@catholiccare.org



www.catholiccare.org

ABN: 61 561 719 280



CatholicCare Sydney
**Protecting
Your Rights**

Your right to complain

PROTECTING YOUR RIGHTS

Your right to complain

CatholicCare Sydney deals with complaints to promote and protect your rights and to help us resolve issues and improve our services. If you are dissatisfied with the service you have received or think that you have been treated unfairly you have the right to make a complaint.

You will not be discriminated against or treated any differently for making a complaint. CatholicCare will ensure that at all times you are treated respectfully, courteously and sensitively.

Making a complaint

You can make a complaint to any CatholicCare employee in person, over the phone, or in writing. You can make a complaint online. You can also ask someone else to make a complaint on your behalf if you are unable to make the complaint yourself. You have the right to have a support person, carer, advocate and/or interpreter assist you when making a complaint and during the complaints resolution process.

In your own words, you should explain your concern and include enough information so we have a clear picture. This will allow us to assess your complaint and determine the most appropriate response.

What happens to my complaint?

CatholicCare is committed to managing your complaint in a timely, fair and strictly confidential manner.

- We will take action to address and attempt to resolve your complaint.
- We will contact you to acknowledge receipt of your complaint, to discuss your desired outcome and how your complaint will be processed.
- We will schedule a time to meet with you, and a support person, carer, advocate and/or interpreter, if you wish.
- We will keep you informed as to the progress of your complaint.

Who should I contact?

You can raise your complaint with your **CatholicCare case worker, counsellor, or the person providing a service to you.**

Alternatively, you can make a complaint:

Online

You can make a complaint online by visiting www.catholiccare.org/contact-catholiccare-sydney

By phone

You can also make a complaint by calling (02) 9307 8100

To the CEO

You can also make a complaint to the Chief Executive Officer by calling (02) 9307 8100

To an external agency

You can also choose to make a complaint to an external agency. The contact details of a number of external organisations are listed on the right.

Can I make a complaint anonymously?

Yes. If you would prefer to remain anonymous please inform us when making your complaint.

Alternatively, you can make a complaint anonymously using the online complaints form available at catholiccare.org

KNOW YOUR RIGHTS

If you would like to make a complaint to an external agency you may choose to contact one of the following organisations for assistance:

Ombudsman's Office (NSW)

Address: Level 24, 580 George Street Sydney 2000
Ph: (02) 9286 1000
TTY: (02) 9264 8050 (include TTY)
Email: nswombo@ombo.nsw.gov.au
www.ombo.nsw.gov.au

People with Disability Australia

Address: Level 10, 1 Lawson Square Redfern 2016
Ph: (02) 9370 3100 **Toll Free:** 1800 422 015
TTY: (02) 9318 2138 **TTY Toll Free:** 1800 422 016
Email: pwd@pwd.org.au
www.pwd.org.au

Anti-Discrimination Board of NSW

Address: Level 4, 175 Castlereagh Street Sydney 2000
Ph: (02) 9268 5544 **Free Call:** 1800 670 812 (STD)
TTY: (02) 9268 5522
Email: adbcontact@agd.nsw.gov.au
www.antidiscrimination.lawlink.nsw.gov.au

Aged Care Complaints Scheme

Postal Address:
 Aged Care Complaints Scheme
 Australian Department of Social Services
 GPO Box 9820 Sydney NSW
Toll Free: 1800 550 552
TTY: Phone 1800 555 677 and ask for 1800 550 552
Speak and Listen: Phone 1300 555 727 and ask for 1800 550 552
Internet Relay users: Visit www.iprelay.com.au and enter 1800 550 552
www.agedcarecomplaints.govspace.gov.au