



## ABOUT CATHOLICCARE

We are the social services agency of the Catholic Church in Sydney. Our services help people to live and thrive at every age irrespective of beliefs and abilities. We provide locally-based disability services, counselling, education and support for children, young people and families and deliver ageing services in the home. We can also help you to navigate the new world of the NDIS and My Aged Care, by understanding your needs and applying our knowledge to help identify solutions.

Our greatest wish is to see you, your family and your community thrive.

[www.catholiccare.org](http://www.catholiccare.org)

## PROTECTING YOUR RIGHTS

☎ 13 18 19

✉ [connect@catholiccare.org](mailto:connect@catholiccare.org)

[www.catholiccare.org](http://www.catholiccare.org)



ABN 38 841 427 747



## 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-us](http://www.catholiccare.org/contact-us)

### ▼ BY PHONE

You can also make a complaint by calling **13 18 19**

### ▼ TO THE CEO

You can also make a complaint to the Chief Executive Officer by calling **13 18 19**

### ▼ 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.

## 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](mailto:nswombo@ombo.nsw.gov.au)

[www.ombo.nsw.gov.au](http://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](mailto:pwd@pwd.org.au)

[www.pwd.org.au](http://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](mailto:adbcontact@agd.nsw.gov.au)

[www.antidiscrimination.lawlink.nsw.gov.au](http://www.antidiscrimination.lawlink.nsw.gov.au)

### Aged Care Complaints Scheme

**POSTAL ADDRESS:**

Aged Care Complaints Commissioner  
GPO Box 9848 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.relayservice.gov.au](http://www.relayservice.gov.au) and enter 1800 550 552

[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)