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**It is your right to make a complaint
or give us feedback**”

**Complaints and feedback may be about the
behaviour of people around you or any aspect
of the service you receive.**

You can make a complaint in a number of ways:

- Talk to someone you think might be able to assist you
- Speak directly to a Centacare Program Manager or another staff member
- Call the Centacare Complaints & Privacy Officer on (03) 5337 8999
- Ask for a Centacare Feedback and Complaint form, complete it and send to Centacare
- Write a letter of complaint to a Centacare Program Manager or the Centacare Director
- Ask someone you trust to advocate on your behalf
- Call an external Complaints Advocate (see external complaint contacts)
- When making a complaint, make sure you explain what the problem is and how you would like it to be resolved
- Your complaint will be investigated and you will be informed of the outcome
- All written complaints and feedback will receive a timely formal response

When you make a complaint, your right to privacy will be respected.

Feedback and Complaints should be sent to:

Centacare - Central Office

Centacare Complaints & Privacy Officer
PO Box 2537 Bakery Hill, Victoria 3350
Telephone: (03) 5337 8999 Fax: (03) 5332 4465
Email: feedback@centacareballarat.org.au

Web: www.centacareballarat.org.au

For external complaints, contact:

Office of the Chief Psychiatrist
(Vic) Tel: 1300 767 299

Office of the Public Advocate
(Vic) Tel: (03) 9603 9500

Homelessness Advocacy Service
(Vic) Tel: 1800 066 256

Office of the Health Services Commissioner
(Vic) Tel: 1800 136 066

Office of the Privacy Commissioner
(Federal) Tel: 1300 363 992



Catholic Diocese of Ballarat Inc.
ABN 51 857 084 361

Client Guide

Privacy, Rights, Responsibilities & Complaints

“Your information – it’s private”

What happens to your information when you are a client of Centacare?

1. As a client of Centacare, you can expect to be informed about the information we need to collect from you and why

Generally, we collect your name, contact details and other necessary information and keep it in your client file. Your ongoing progress is also recorded and will be added to regularly. This information helps us to keep up-to-date details about your needs, so we can provide you with a better service.

2. You have a say in what happens to your information

We rely on the information you give us so that we can provide the right support for you. If you decide not to share some information, this is your right, but it may affect our ability to provide you with the best possible service.

3. We will take all reasonable steps to ensure that your information is accurate and up-to-date and is kept securely and confidentially

There are laws that protect your privacy. We have strict policies about who can see and use your information. All our staff members must treat your information in the strictest confidence. Your information is stored and disposed of securely.

4. We will only provide your information to another organisation if it will assist in the provision of services to you

Your information can only be seen by Centacare staff. We can only release information about you if

you agree, if it is required by law, such as in a medical emergency or if it is required for your treatment and care or subject to legislation.

5. Where we use your information for reporting and planning, we will ensure that you cannot be identified

Information about you is sometimes used for research, planning and funding requirements. This information is used to better manage and plan Centacare services and to meet our funding obligations. Any identifying information, such as your name and contact details, are removed before the information is used.

6. You have the right to access your file

You have the right to request access to your client file. You have the right to comment on file content if you believe it is inaccurate, incomplete, misleading or not up to date. Some limits may apply where particular circumstances limit us from providing access to some of your information. We will inform you if this relates to your request. You also have the right to update your personal information.

7. Any other questions

If you have any other questions regarding the privacy of your health information, please talk to a Centacare staff member or contact one of the other organisations. (See back panel)

“Clients rights and responsibilities”

You have the right to:

- Service delivery in a safe environment.
- Service delivery with respect, dignity and consideration for privacy.
- Participate in making decisions about your service needs.
- Protection of your privacy in accordance with legislative requirements.
- Access your client file.
- Give consent before information is shared with other organisations, unless there is risk of harm to yourself or others.
- Receive services in a culturally sensitive way.
- An accredited interpreter if required.
- An external advocate through all stages of your service delivery.
- Discuss any questions or complaints you may have concerning your experience at Centacare.
- Formally appeal to the Director regarding the outcome of a complaint.
- Make a complaint to an independent complaints organisation.
- Be reassessed regarding eligibility criteria, regardless of prior refusal of service.

You have the responsibility to:

- Co-operate with your support worker by providing relevant information that may influence service delivery to you.
- Be respectful to staff.
- Co-operate by participating in agreed service plans.