

# Client Guide

Privacy

Feedback

Rights and Responsibilities



**centacare**

Catholic Diocese of Ballarat

This guide is for all clients of Centacare.

It has information about being a client and how we will manage your information, records and privacy. Outlined are our responsibilities to you and your client rights.

If you have further questions about anything in this publication our staff will be pleased to assist.





## Privacy

When you are a client of Centacare we will keep information about your case on file so that we can assist you in the best way possible.

Some of our programs require us to keep records as part of our funding agreements and for reporting purposes, in these instances your specific personal information is protected.

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

- We will inform you what information we need and why we collect it. Laws protect your privacy, including who can see and use your information. Your information is confidential.
- Your information will be kept accurate, up-to-date, secure and confidential.
- You have the right to comment on your information if you believe it is inaccurate, incomplete, misleading or not up to date.
- We will only provide your information to another organisation if it will assist in your care. This will only happen if you agree and/or it is required by law or it is required for your service.
- You have the right to access the information Centacare holds about you. Particular circumstances limit us from providing access to some of your information. We will inform you if this relates to your request.
- Once you are no longer a client we will store and destroy your information in accordance with legislative requirements.
- De-identified information about you may be used for research, planning and funding requirements to improve our services.

# Client 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 to your client records
- 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
- Appeal the outcome of a complaint
- Make a complaint to an independent complaints organisation
- Be reassessed regarding eligibility criteria, regardless of prior service refusal

## You have the responsibility to:

- Co-operate by providing relevant information that may influence service delivery to you
- Be respectful to staff
- Participate in agreed service and care plans



## Feedback

We encourage you to share your compliments, suggestions and complaints with us. This allows us to continually improve the quality of the service we provide.

### You can lodge feedback in a number of ways

- Verbally, via email, our website and by using the feedback form located in each of our reception areas
- Speak with a staff member or Manager
- Contact the Centacare Feedback and Privacy Officer
- Complete a feedback form
- Write a letter containing your feedback to a Centacare Manager or the Centacare Chief Executive Officer
- Ask someone you trust to advocate on your behalf or call an external advocate

### What we do with your feedback if it is a complaint

- We will acknowledge receiving your complaint
- Your complaint will be investigated in line with Centacare's Feedback Procedure
- We will keep you informed on the progress of the investigation and its outcome

You can access a feedback fact sheet from our website or our reception staff which details our feedback process.

## **Centacare Feedback & Privacy Officer**

### **Ballarat**

Reply Paid 2537, Bakery Hill, Victoria 3354

### **Contact**

(03) 5337 8999 or

[feedback@centacareballarat.org.au](mailto:feedback@centacareballarat.org.au)

## **External Complaints**

### **Office of the Public Advocate**

1300 309 337

### **Commission for Children and Young People**

1300 78 29 78

### **Complaints Resolution & Referral Service (DES Program)**

1800 880 052

### **Homelessness Advocacy Service (HAS)**

1800 066 256

### **Health Complaints Commissioner**

1300 582 113

### **Office of the Australian Information Commissioner**

1300 363 992

### **Victims Charter Enquiries and Complaints Line**

1800 118 728

### **Mental Health Complaints Commissioner**

1800 246 054

### **Department of Employment's National Customer Service Line**

1800 805 260

### **Victorian Ombudsman**

1800 806 314

### **NDIS Commission**

1800 035 544



Centacare acknowledges the history, culture, diversity, and value of all Aboriginal and Torres Strait Islanders, and pays respect to their Elders past and present, as well as acknowledging future generations.