

How to provide feedback or make a complaint

If you have feedback or a compliment, or would like to make a complaint, we would like to hear from you. You can tell us in the following ways:

- Talk to a MC worker or manager. They can clarify how you would like your matter dealt with
- You can fill out the form inside this brochure and send it to us, or you can call one of our offices and ask someone to help you fill it out
- You can also give us feedback anonymously. Or if you provide us with your contact details, we'll make contact with you and talk about your feedback or concerns and what we are doing about them

What if you are not happy with the outcome?

If you have made a complaint and are not happy with the way it's been handled, the below agencies might be able to help (check with us if you are not sure):

Families and Young People Complaints

- Department of Child Safety, Youth and Women: 1800 080 464 or visit www.csyw.qld.gov.au/
- CREATE Foundation: 1800 655 105 or visit <https://create.org.au/feedback-complaints/>
- Foster Care Queensland: (07) 3256 6166

- Department of Social Services: 1800 634 035 or visit www.dss.gov.au/contact/feedbackcompliments-complaintsand-enquiries

NDIS Complaints

- NDIS Quality and Safeguards Commission: 1800 035 544 or visit www.ndiscommission.gov.au/about/complaints

QLD Community Support Scheme

- Department of Communities, Disability Services and Seniors: 1800 491 467 or visit www.communities.qld.gov.au/about-us/customerservice-compliments-complaints
- Aged and Disability Advocacy Australia: 1800 818 338 or visit adaustralia.com.au/contact/

Aged Care Complaints

- Aged Care Quality and Safety Commission: 1800 951 822 or visit www.agedcarequality.gov.au/making-complaint
- Aged and Disability Advocacy Australia: 1800 818 338 or visit adaustralia.com.au/contact/
- Older Persons Advocacy Network: 1800 237 981 or <https://opan.com.au/contact-us/>

All Services

- Queensland Human Rights Commission: 1300 130 670 or visit www.qhrc.qld.gov.au/complaints/make-a-complaint

Corporate Office

 07 3866 4160

 PO Box 508, Lutwyche QLD 4030

 feedback@mercycommunity.org.au

About Mercy Community

Mercy Community is a Catholic organisation that is driven by our mission and values, finding inspiration in the life of Catherine McAuley and the traditions of the Sisters of Mercy.

Our mission is to support and inspire people in need to live healthy, connected lives within inclusive communities. We value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services.

We provide services in the areas of child protection, family wellbeing, counselling, multicultural community support, community and residential aged care, disability support and support for people seeking asylum.

mercycommunity.org.au



Feedback & Complaints

Mercy Community (MC) welcomes feedback about our services from people we support, foster and kinship carers, stakeholders and members of the public. This feedback helps us improve our processes and how we deliver our supports.

About you - this is optional. If you would like us to get in touch, please fill this out.

Your name		Date
Your email address		
Your phone number		

What would you like to tell us?

Feedback or compliments: Tell us about what you like, what you think we could improve or about the way we do things. The feedback and compliments you provide will be forwarded to the relevant parties.

Complaints Tell us about something that you are not happy about. If you are making a complaint, you are telling us you would like us to improve things. You can choose to be contacted and be involved in the followup process by including your details above.

This is: Feedback A compliment A complaint

MC program/location

Write down the details below

Send your completed form to us via the details on the back page of this brochure.

Office Use Only - Once received, refer to the SOP Feedback and Complaints Management for further actions.