



Feedback & complaints

We want to hear from you



A Ministry of Mercy Partners

We value your feedback

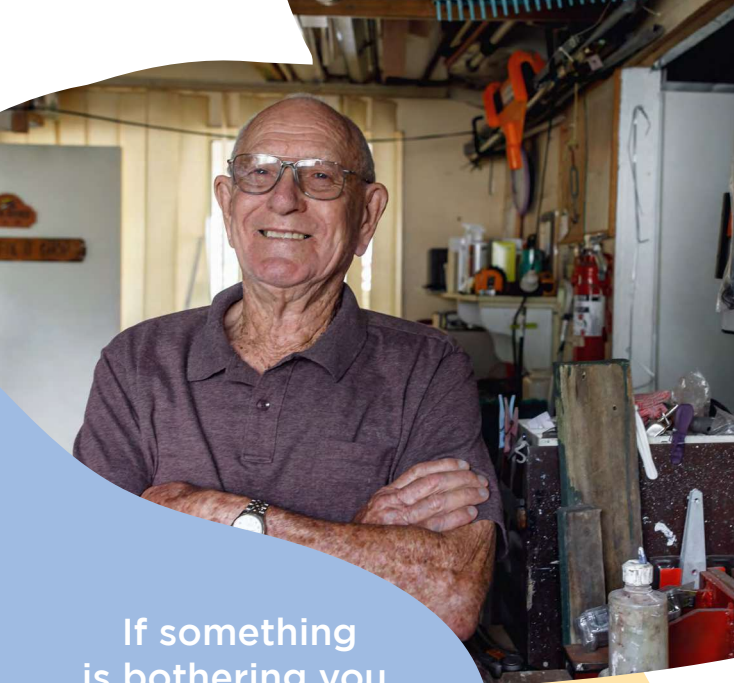
At Mercy Community we welcome feedback about our services and programs from people we support, family and friends, foster and kinship carers, our stakeholders and members of the public.

This feedback helps us improve our processes and how we deliver our services and supports.

- Tell us how you feel about our services
- Let us know how we can improve
- If something is bothering you, let us know so we can do something about it.



**You can call our
offices and ask one
of our team to
help you fill out
the form**



If something is bothering you, let us know so we can do something about it



How do I 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 Mercy Community worker or manager. The first thing you should do is talk to our team so that they can clarify how you would like your matter dealt with.



You can **fill out our feedback form** and send it to us via email feedback@mercycommunity.org.au or post it to us at PO Box 508 | Lutwyche QLD 4030



Or **go online** to our feedback and complaints page on our website at www.mercycommunity.org.au/feedback

You can also give us feedback anonymously OR if you provide us with your contact details and we'll make contact with you and talk about your feedback or concerns and what we are doing about them.

Can I get help to give feedback or make a complaint?

Yes. We can help by:

- arranging an interpreter or you can contact us through the Translating and Interpreting Service (TIS) on 13 14 50
- writing out your feedback for you
- communicating via the National Relay Service if you're deaf, have a hearing or speech impairment. Visit the Australian Government National Relay Service.

What if I'm 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

Department of Children, Youth Justice and Multicultural Affairs	1800 080 464	csyw.qld.gov.au
CREATE Foundation	1800 655 105	create.org.au/feedback-complaints
Queensland Foster and Kinship Care	07 3256 6166	qfkc.com.au
Department of Social Services	1800 634 035	dss.gov.au/contact/feedback-compliments-complaints-and-enquiries

NDIS

NDIS Quality and Safeguards Commission	1800 035 544*	ndiscommission.gov.au/about/complaints
Aged and Disability Advocacy Australia	1800 818 338	adaaustralia.com.au
National Injury Insurance Scheme Queensland	1300 607566	niis.qld.gov.au/contact-us/contact
Queensland Community Support Scheme	1800 491 467	communities.qld.gov.au/about-us/customerservice-compliments-complaints

* Free call on landline or TTY 133 677. Interpreters can be arranged or call the National Relay Service.

Aged Care

Aged Care Quality and Safety Commission	1800 951 822	agedcarequality.gov.au
Aged and Disability Advocacy Australia	1800 818 338	adaaustralia.com.au
Older Persons Advocacy Network	1800 700 600	opan.com.au

All Services

Queensland Human Rights Commission	1300 130 670	qhrc.qld.gov.au/complaints/make-a-complaint
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A complainant has a right to escalate a human rights complaint to the Queensland Human Rights Commissioner if 45 business days have elapsed and the person has either not received a response to the complaint, or has received a response the person considers to be an inadequate.

About Mercy Community

Mercy Community is a ministry of the Catholic Church continuing God's mission of mercy by compassionately inspiring and supporting people to live hopeful, connected lives within inclusive communities. Our origins are founded within the traditions of the Sisters of Mercy.

For over 160 years we've been providing a wide range of services and support. Our work includes supporting families and young people, foster and kinship care, child protection, family wellbeing, counselling and supporting our elderly including residential and in-home care.

We are a registered National Disability Insurance Scheme (NDIS) provider, delivering a range of NDIS services.

Our network extends from South East to Far North Queensland and encompasses urban, rural and remote communities. Our team of over 1,500 people provide support and create hope for tens of thousands of people each year.

As a Catholic organisation we are driven by our mission and values, finding inspiration in the life of Catherine McAuley and the traditions of the Sisters of Mercy.

Contact us

If you need more info or have any questions you can contact our team at our Corporate Office.



07 3866 4160



feedback@mercycommunity.org.au



www.mercycommunity.org.au/feedback



PO Box 508 | Lutwyche QLD 4030



MercyCommunityQueensland



MercyCommunityServices



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