



Feedback & complaints

We want to hear
from you.



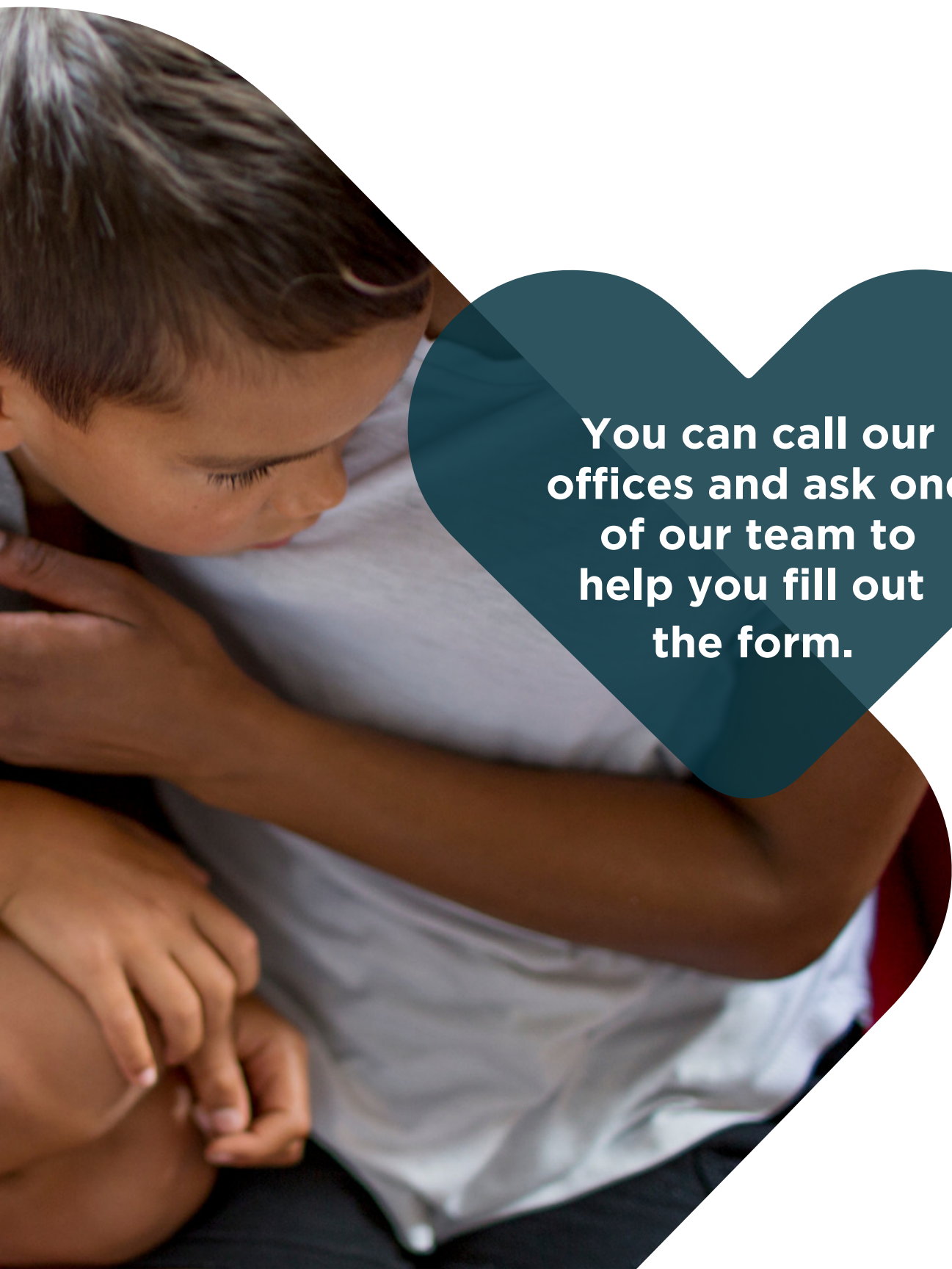
A Ministry of Mercy Partners

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.**

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 Families, Seniors, Disability Services and Child Safety	1800 811 810 or 13 QGOV (13 74 68)	dcssds.qld.gov.au
Department of Social Services	1800 634 035	dss.gov.au/contact/feedback-compliments-complaints-and-enquiries

Aged		
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

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.



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



Get in touch

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



PO Box 508

Lutwyche QLD 4030

mercycommunity.org.au/feedback

About Mercy Community

MercyCommunity 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.

Mercy Community provides a wide range of services and support to people in the community. Whether it's empowering young minds, enabling independence for people with disabilities, or ensuring dignity and comfort for our seniors, our range of services is designed to meet diverse needs and create positive outcomes.

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.