



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



About Mercy Community

For over 150 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 Northern New South Wales to Far North Queensland and encompasses urban, rural and remote communities. Our team of over 1,200 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.

Inclusion is at the heart of what we do. Our aim is to support and inspire people in need to live healthy, connected lives within inclusive communities. Everyone has the right to live well, with dignity and respect. We offer support without judgment or discrimination.



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

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 [MercyCommunityQueensland](https://www.facebook.com/MercyCommunityQueensland)  [mercycommunityservices](https://www.linkedin.com/company/mercycommunityservices)

Feedback & complaints

We want to hear from you



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 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
Queensland Community Support Scheme	1800 491 467	communities.qld.gov.au/about-us/customerservice-compliments-complaints
Aged and Disability Advocacy Australia	1800 818 338	adaaustralia.com.au

* 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