

About CatholicCare

CatholicCare is the official welfare arm of the Catholic Church in the Archdiocese of Sydney committed to supporting individuals, families and communities most in need through quality services, research and advocacy.

We are one of Sydney's largest providers of a wide-range of community and welfare services in financial counselling; treatment for drug, alcohol or gambling addictions, employment and training for those with disabilities and other disability support services; relationships counselling, parent education, marriage support, short term emergency shelter for young women of domestic violence, respite for carers of the elderly and disabled, as well as home care and dementia care; long term foster care, adoption services and refugee and migrant assistance.

Our services, intervention and prevention programs, are locally-based and co-ordinated from offices in the Sydney CBD, Bankstown, Liverpool, Sutherland, Fairfield, Neutral Bay, Lewisham, and state-wide through the telephone counselling service Parent Line.

Every year, we help more than 50,000 people in need irrespective of ability, race, gender, social and cultural background or personal circumstance.

Our Mission

The mission of the Agency, as an instrument of Christ's liberating presence in the world, is to provide for the social and emotional well being of the communities, families and individuals living in the Archdiocese.

Our Vision

CatholicCare's Vision is for a society in which there is full recognition of individual rights and responsibilities, a society that promotes the dignity, equality and participation of all its people.

Our Values

- Human Dignity and Worth.
- Commitment to Justice.
- Integrity.
- Accountability.
- Excellence.
- Accessibility.



Contact

CatholicCare

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Sydney NSW 2000
p. 02 9390 5377
f. 02 9261 0510
e. info@catholiccare.org

www.catholiccare.org



Protecting Your Rights

Your right to complain





Your Right to Complain

CatholicCare deals with complaints to promote and protect your rights in order to help us correct and improve our services. If you are dissatisfied with the service you have received or think that you have been treated unfairly you have the right to make a complaint.

You will not be discriminated against or treated any differently for making a complaint. CatholicCare will ensure that at all times you are treated respectfully, courteously and sensitively.

Making a Complaint

You may make a complaint to any CatholicCare staff person at any time in person, over the phone, or in writing. You may also ask someone else to make a complaint on your behalf if you are unable to make the complaint yourself. You have a right to have a support person, carer, advocate and/or interpreter assist you when making a complaint and during the complaints resolution process.

In your own words, you should explain your concern and include enough information so we have a clear picture. This will allow us to assess your complaint and determine the most appropriate response.

We encourage you to first raise your complaint with the staff person providing service to you (your Case Worker, Counsellor).

If you do not feel comfortable speaking to this person or if they are not able to resolve your complaint you can raise it with the

Program Manager: PH:.....

If the Program Manager is not able to resolve your complaint you can raise it at a higher level with the

Service Director: PH:.....

If the Service Director is not able to resolve your complaint you can raise it with the

Chief Executive Officer: PH: (02) 9390 5377

What happens to my Complaint?

CatholicCare is committed to managing your complaint in a timely, fair and strictly confidential manner.

- We take immediate action to address and attempt to resolve your complaint,
- We are independent and impartial
- We will contact you to acknowledge receipt of your complaint, to discuss your desired outcome and how your complaint will be processed.
- We will schedule a time to meet with you, and a support person, carer, advocate and/or interpreter, if you wish.
- We will keep you informed as to the progress of your complaint.

Know your rights

Need help to make a complaint, contact:

NSW Ombudsman's Office

Level 24, 580 George St, Sydney 2000

Phone: 02 9286 1000

Email: nswombo@ombo.nsw.gov.au

www.ombo.nsw.gov.au

Disability Complaints Service

52 Pitt St, Redfern 2016

Phone: 02 9370 3100

Toll Free: 1800 422 015

TTY: 02 9318 2138

TTY Toll Free: 1800 422 016

Email: pwd@pwd.org.au

www.pwd.org.au