



Centacare



headspace
Port Adelaide



Client Rights & Responsibilities

Your rights	Your responsibilities	Our commitment
Access to services	Tell us of your needs and when your needs change.	Provide access to services that meet your needs where possible. This includes access to interpreter and translator services.
Quality Services	Tell us when you cannot keep appointments.	Provide you with high quality services.
Treated with respect	Treat us and others with courtesy, dignity and respect.	Treat you with courtesy, dignity and respect.
Feel safe within our services	Act in a way that helps both you and others to be safe.	Provide an open and honest service, listen to any safety concerns and do what we can to help.
Privacy and Confidentiality	Consider giving us permission to share your information to help us provide the best service for you.	Respect your privacy and keep your personal information safe.
Information & Collaboration	Actively participate by sharing information that will help us to meet your needs.	Provide information and work in partnership to meet your needs.
Provide feedback or make a complaint	Be fair when making complaints and help us to resolve issues.	Value and respond to your feedback in a fair and timely way.
Advocacy Exemptions may apply for Family Dispute Resolution Services clients	Tell us if you want someone to be your advocate.	Where possible support you to access an advocate or to advocate on your behalf.

About our Services

At Centacare we believe everyone has a right to be treated with dignity and respect. We envisage a community where people can experience the opportunity to reach their full potential.

Our services are mostly free and free interpreter services can be arranged for you.

Our services provide safe, inclusive and high quality care available for everyone.

People can refer themselves or they can be referred by another service provider.

We have services located in metropolitan and rural areas.

Privacy

We are committed to the protection of your privacy and personal information. For more information on privacy and confidentiality:

- Ask a Centacare worker
- Search our website at www.centacare.org.au

FOR INDEPENDENT ADVICE ON YOUR RIGHTS AND PRIVACY CONTACT THE OFFICE OF THE AUSTRALIAN INFORMATION COMMISSIONER ON (FREE CALL) 1300 363 992



Comments, Feedback, Compliments & Complaints

We value your views and encourage you to make them known to us so we can improve the services we offer. To make a comment or complaint or provide feedback:

- Talk to your Centacare Worker or their manager
- Complete the 'Tell us what you think' form available in our offices or on our website
- Contact Centacare's Complaint Coordinators at 45 Wakefield Street Adelaide, phone (08) 8215 6700.
- Contact your service funding body (your worker will have details)
- If we are unable to resolve your complaint or if you don't believe your concerns have been dealt with adequately, you can contact Health & Community Services Complaints Commissioner on (08) 8226 8666, or country SA toll free 1800 232 007. You can post your views to PO Box 199 Rundle Mall SA 5000, or make an online complaint at www.hcsc.sa.gov.au

TO FIND OUT MORE INFORMATION ABOUT ANY OF THE ABOVE, PLEASE CONTACT OUR OFFICE (08) 8215 6700, OR REFER TO OUR WEBSITE AT WWW.CENTACARE.ORG.AU.



Centacare Catholic Family Services
Archdiocese of Adelaide

45 Wakefield Street Adelaide, South Australia 5000

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www.centacare.org.au