

Feedback

We value your feedback.

It helps us ensure our service meets your needs.

Giving a compliment:

If you are happy with the service you received Centacare NENW is happy to receive compliments verbally or in writing.

Making a complaint:

If you feel your rights have been denied or you have received sub-standard care, you have a right to make a complaint.

To make a complaint you may raise the concern with the staff member or the Manager of the service this can be verbally or in writing.

Centacare NENW takes all complaints seriously and will address the matter in a timely manner.

If you are still not satisfied with how your complaint has been managed you can write to:

The CEO
Centacare NENW
PO Box 1811
Tamworth NSW 2340

Or contact the NSW Ombudsman
Phone 1800 451 524
Website: www.ombo.nsw.gov.au

Locations

Armidale - Head Office

150 Rusden Street, Armidale NSW 2350
Ph: (02) 6738 7200 Fax: (02) 6771 5747
E: armidale@centacarenenw.com.au

Tamworth

201 Marius Street, Tamworth NSW 2340
Ph: (02) 6762 9200 Fax: (02) 6762 6165
E: tamworth@centacarenenw.com.au

Narrabri

1/116 Barwan Street, Narrabri NSW 2390
Ph: (02) 6792 9300 Fax: (02) 6792 3531
E: narrabri@centacarenenw.com.au

Moree

48 Auburn Street, Moree NSW 2400
Ph: (02) 6750 8500 Fax: (02) 6751 1725
E: moree@centacarenenw.com.au

Walgett

84 Wee Waa Street, Walgett NSW 2832
Ph: (02) 6817 9001
E: walgett@centacarenenw.com.au

Inverell

21 Oliver Street, Inverell NSW 2360
Ph: (02) 6721 6400 Fax: (02) 6722 1634
E: inverell@centacarenenw.com.au

Glen Innes

200A Bourke Street, Glen Innes NSW 2370
Ph: (02) 6739 7700
E: armidale@centacarenenw.com.au

Gunnedah

31 Henry St, Gunnedah NSW 2380
Ph: 0429 056 247
E: tamworth@centacarenenw.com.au



Centacare NENW acknowledges the traditional custodians of this land and pays respect to the elders past and present.

Reviewed: 30th May 2018 (CB BRO-001)

Centacare NENW Quality Management System

Printed documents can no longer be controlled by the Quality Management System.



Assert your
Rights and
Responsibilities
as a client, carer
or concerned
friend.



As we value our relationship with participants, family members/carers, we try to work in an environment of mutual trust and respect. The following Rights and Responsibilities demonstrate our commitment to this partnership.

Your Rights:

- ⇒ To be informed of your rights at regular intervals both verbally and in writing.
- ⇒ To receive the best possible care & treatment.
- ⇒ Be fully informed about this service.
- ⇒ Decide whether or not you choose to be a participant in our service and or exit the service at any time.
- ⇒ Be treated with respect and courtesy in a non discriminatory professional manner.
- ⇒ To have your religious, cultural & language needs respected.
- ⇒ Confidentiality and privacy to the fullest extent we can lawfully provide.
- ⇒ Have access to your records/files if so desired.
- ⇒ Your right to correct / modify any inaccuracies you identify in your records.
- ⇒ Make a complaint.
- ⇒ To ask questions & receive answers that you understand.
- ⇒ Provide feedback.
- ⇒ Be free from intimidation, harassment and or abuse from staff and other participants of the service.
- ⇒ Request a transfer to another worker.
- ⇒ A smoke-free environment.
- ⇒ Be treated under “duty of care”.
- ⇒ Staff who maintain currency in their standard of care.
- ⇒ To request and Interpreter service or Aboriginal or CALD liaison officer support.
- ⇒ To have a support person.
- ⇒ To be informed of any fees.
- ⇒ Your right to access a staff member of your own



Your Responsibilities:

You are responsible for:

- ⇒ Maintaining confidentiality and privacy of other participants in our service and staff of the service.
- ⇒ Behaving in a respectful manner to other participants and staff.
- ⇒ Disclosing information and or documents that will help us meet your wants and needs.
- ⇒ Your decisions.
- ⇒ Informing our service if you are unable to keep an appointment.
- ⇒ Your behaviour—no verbal, physical or emotional abuse will be accepted or tolerated.
- ⇒ Not approaching the service or the staff when under the influence of alcohol or illicit drugs.
- ⇒ Helping to keep the service a healthy and safe place for all other participants and staff.
- ⇒ To ask for a support person if you require one.
- ⇒ To pay any fees that may be required.
- ⇒ To ask question if things are unclear for you.

Mandatory Reporting

All staff of Centacare are mandatory reporters. This means we are required by law to make a report to Family and Community Services (FaCS) or police if we have concerns about safety, welfare or the well being of a child or children.

Equally under Duty of Care any thoughts/feelings of self harm or harm towards others will be disclosed to the relevant clinical team and or the police.

