

Older Persons Programs

Client Service Charter

This Client Service Charter sets out the standard of service you can expect from UnitingCare's Older Persons Programs.



Your rights

- To receive services which comply with and have adopted the National Privacy Principles contained in the Privacy Act 1988 (Privacy Act), and the Information Privacy Act 2009 (Qld) (IP Act) and the United Nations Principles for Older People.
- To not have information about you provided to another party without your permission, unless there is an immediate threat to your or someone else's life.
- To have our staff treat you with respect.
- To be informed of your options within our area of expertise by appropriately trained workers.
- To receive information that is relevant, of high quality and culturally and linguistically appropriate, including access to interpreters for our service.
- To have a say in the services we provide to you, including your right to participate in decisions concerning the type of assistance and the way it is provided.
- To express grievances and seek redress without fear of this impacting the assistance you receive.
- Any information including personal information collected by UCC may be provided in a deidentified way, to our funding body the Department of Communities, Child Safety Services and Disability Services and research partners for reporting, research and quality improvement purposes.



How you can assist us

- Letting us know if you are not happy with our service at any time while we are working with you.
- Not asking us to act in illegal or unethical ways.
- Treating our staff with respect.
- Providing us with all the information we need to assist you, including letting us know what you have already tried.
- Providing feedback on our services.



Providing feedback

There are several ways you can provide feedback or make a complaint:

- **Speak** in person to a relevant staff member or reception.
- **Call us on:** 1800 008 993 (toll free*) during business hours 8.30am – 4.30pm to speak with a relevant staff member.
- **Write to:**
Incidents and Complaints Advisor
GPO Box 967
Brisbane Qld 4001
- **Email:**
feedback@ucommunity.org.au
- **Visit our website:**
www.ucommunity.org.au/feedback
- **Phone direct:** 07 3867 2500
- **Email direct:** sel@ucommunity.org.au
- **Postal direct:** PO Box 2376, Chermside Central, Qld 4032

* Free Call when dialled from a landline