



## Client Service Charter

***This client service charter sets out the standard of service you can expect from UnitingCare Community's Senior Enquiry Line.***

### Your Rights:

- To receive services which comply with the Information Privacy Act 2009 (Qld) and the United Nations Principles for Older People.
- To be treated with respect and understanding by all our staff.
- Have your privacy and confidentiality respected.
- To not have information about you provided to another party without your permission, unless there is an immediate threat to you or someone else's life.
- To be informed of your options and have services delivered by suitably qualified staff.
- To receive information that is relevant, of high quality and culturally and linguistically appropriate.
- To participate in planning and decisions-making concerning the type of assistance and the way it is provided.
- To express your concerns or grievances and seek redress without fear that it could affect decisions in relation to the assistance you receive.
- To have access to interpreters for our service.
- Any information including personal information collected by UCC may be provided in a de-identified 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:

- Treat our staff with respect.
- Provide us with all the information we need to assist you, including letting us know what you have already tried.
- Let us know if you have a complaint at any time while we are working with you.
- Do not ask us to act in illegal or unethical ways.
- Provide us with feedback on our services.



### How to provide feedback or make a complaint:

All feedback is welcome to improve our service delivery and the quality of service we provide. You have a right to provide feedback or to make a complaint and have your complaint investigated fairly.

You can raise complaints, compliments and feedback directly with the Seniors Enquiry Line on 1300 135 500. If you don't feel you can raise your concerns directly with the Seniors Enquiry Line team or you are not satisfied with the response you can escalate your complaint via the Manager of the Older Persons Programs, UnitingCare Community in the following ways:

Phone: (07) 3621 5329

Fax: (07) 3867 2590

Email: [sel@uccommunity.org.au](mailto:sel@uccommunity.org.au)

Postal Address: PO Box 2376, Chermside Central, QLD 4032

Alternatively, you can contact our State Office on (07) 3250 1900 or 1800 008 993.

Alternative external avenues for complaints and support/advocacy include:

- Department of Communities, Child Safety & Disability Services on 1800 080 464 (free call) or [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)
- Office of the Public Guardian for Adults on 1300 653 187 or 07 3234 0870 or [adult@publicguardian.qld.gov.au](mailto:adult@publicguardian.qld.gov.au)
- Queensland Ombudsman on 1800 068 908 (free call) or 07 3005 7000 or [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)
- Qld Aged and Disability Advocacy on 1800 818 338 (free call) or 07 3637 6000 or [info@qada.org.au](mailto:info@qada.org.au)

**For more information or if you require assistance providing feedback please contact us.**

**UnitingCare Community is committed to the safety and wellbeing of all people including children and young people who use its services. Our workers, and all others associated with our service, will treat people with respect, understanding and compassion at all times.**