**KNOW YOUR RIGHTS**

**YOUR RIGHTS.**

**You have a right to:**

* Be treated with dignity and respect, and have all human and legal rights upheld
* Accessible and culturally appropriate care
* Your individual customs, culture and religious beliefs respected, without discrimination or prejudice
* Person-centred care, with a focus on what you need from, and your access to, health, mental health and broader services and to meet your wider social needs in a connected and coordinated way
* Access suitable support people including parents, elders, relatives or legal representatives to help with communication, complaints and feedback and to help you understand all information
* Refuse support and services from CRAICCHS or a certain staff member. If you refuse services now this will not stop you from getting services any time in the future
* Be given complaints/feedback information and make a complaint at any time without affecting your services
* Privacy and confidentiality of your personal information, under privacy laws
* Access and correct your personal information held by CRAICCHS and access personal information held by the Qld Department of Child Safety, Youth and Women in line with legal responsibilities (for certain programs)
* Family led decision-making, development and design of plans (with support and involvement from our staff), make choices about your services and support and be involved in meetings and reviews of support
* Include family members in decision-making, have them involved in meetings and reviews and to help identify support networks to help children stay within their family and community

**WE ASK YOU TO:**

* Treat staff and other clients with respect and courtesy
* Accept responsibility for the results of any decisions or choices you make about support services
* Give us enough information so we can develop and deliver your care plan
* Tell our staff if you are not happy with services or if you would like us to review your support plan.

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**FEEDBACK AND COMPLAINTS:**

**WHO CAN GIVE US FEEDBACK OR COMPLAIN?**

Anyone at any time – you, a family member, friend or any person who is supporting you

If you need help making a complaint, please let our staff know and we can help you get support

**CRAICCHS**

*Phone*: 07 4169 8600

*Email*: [socialservices@craicchs.org](mailto:socialservices@craicchs.org)

*Post*: PO Box 398 Murgon Qld 4605

**WHO CAN I MAKE A COMPLAINT OR FEEDBACK TO?**

Any of our staff

In person, on the phone, in writing or an email.

If you are unhappy with our response, you can contact:

**Department of Child Safety, Youth & Women** Ph:1800 080 464 Email: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)

**Office of Health Ombudsman** (health service complaints) Ph: 133 646 Email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

**Anti-Discrimination Commission** (discrimination complaints) Ph: 1300 130 670 Email: [enquiries@adcq.qld.gov.au](mailto:enquiries@adcq.qld.gov.au)

**Office of Australian Information Commissioner** (privacy complaints) Ph: 1300 363 992 Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)