

QEC welcomes families, children and members of the community from all cultures, religions and backgrounds including Aboriginal and Torres Strait Islander peoples. We respect your rights and value your feedback.

What are your Rights?

At QEC, you have the right to:

- Be listened to
- Be treated with respect
- Privacy and confidentiality
- Be free from abuse, neglect, violence and preventable injury
- Have a say in all decisions about you and your child
- Know who to talk to if you want some part of your care changed
- Have an interpreter
- Have an advocate
- Provide feedback and make a complaint.

What are your Responsibilities?

You are responsible for:

- Showing respect to all other people and property at QEC
- Giving us true information so that we can provide quality care
- Respecting the privacy of other people including other families using QEC services
- Acting in a way that encourages safety for other families and employees.

What is an Advocate?

An advocate is someone who can help and support you to have your say in decisions about you and your child.

It can be a family member, a friend or a professional you trust. They help you understand and speak up for what you want.

Your Feedback

Your feedback is important to us. You can tell us what worked well and what didn't work well by:

- Speaking to a QEC employee in person
- Calling QEC on 03 9549 2777
- Filling out the Feedback Form (next page)
- Email (theqec@qec.org.au)
- Writing to us at: 53 Thomas Street, Noble Park Victoria 3174.

We value your feedback so that we can improve on our care and service. We will respond to your feedback quickly and fairly.

You also have a right to make a complaint about QEC to one of the external bodies listed on this page.

For More Information

Health Complaints Commissioner
1300 582 113 or hcc@hcc.vic.gov.au

Office of the Victorian Information Commissioner
1300 006 842 or enquiries@ovic.vic.gov.au

Victorian Equal Opportunity and Human Rights Commissioner
1300 292 153 or complaints@veohrc.vic.gov.au

Commission for Children and Young People
1300 782 978 or childsafe@ccyp.vic.gov.au

Your feedback is important to us. We welcome compliments and complaints.

- ✓ You have a right to complain
- ✓ You will not get into trouble for making a complaint
- ✓ Your feedback may help us to provide better care and services

Write your feedback below or speak to an employee and we will record it for you:

Date: __/__/__

- I would like to hear back from QEC about my feedback
- I am interested in learning about how else I can help QEC to improve its services

Your name and phone number (optional): _____

Thank you for taking time to share your feedback with us.

OFFICE USE ONLY

Date received:		Received by (name):	
Date acknowledged:		Acknowledged by (name):	
Date first formal response:		Response communicated by (name):	
Investigation summary:			
Outcome summary:			
Identified improvements:			
Was the client satisfied with the response/outcome: <input type="checkbox"/> Yes, fully <input type="checkbox"/> Yes, partially <input type="checkbox"/> No <input type="checkbox"/> N/A _____			
Date entered in VHIMS:		Date closed:	