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Did you know...

You can choose to talk to someone you feel comfortable with, whether this person is male/female/non-binary, First Nations, Culturally or Linguistically Diverse, LGBTQIA+, non-indigenous, younger, or older.



Unhappy about something? It's your right to say... it's not right!

You can talk to us...

All young people have a right to high-quality compassionate care and to feel safe voicing their opinion. Here's what you can do if something is not okay, and you want to do something about it...

Have you tried...

- Telling a care worker?
- Telling your Senior Residential Care Worker or Care Team Leader?
- Talking about it at the weekly house meeting?
- Asking for a Red Flag Meeting?

Still not dealt with?

It's time to make a formal complaint.

You can do this by:

- Writing a letter or email
- Filling out a Complaint Form

Your care worker can help you with this

What happens next?

Someone from Mercy Community, who is not involved in the situation, will review your letter, email, or form. The Mercy Community General Manager will also review your feedback.

Have you been heard?

In 3 weekdays, you will be told that your feedback has been received.

Someone will then contact you in 5 weekdays to talk to you about your concerns and ask any questions.

Don't like your answer?

If you aren't happy with the answer, there are some other people that can help you including:

- Your Child Safety Officer
- A Community Visitor
- Create Foundation



feedback@mercycommunity.org.au