



Your feedback and complaints

ECCQ values all feedback and complaints from our clients. We believe that all feedback can improve our services. Your complaints will be treated confidentially and will be responded to quickly.

You can write in your language and have another person advocate for or support you.

You can provide your feedback and complaints in a number of ways:

- **In writing:** you can write and post to ECCQ PO Box 5199, West End, Q 4101 or email to health@eccq.com.au or administration@eccq.com.au
- **In person:** you can talk to any staff member of ECCQ directly. Our office address is: 49-51 Thomas Street, West End Q 4101
- **By phone:** you can talk to any staff member of ECCQ on 3844 9166.

How ECCQ will handle your complaint

We will acknowledge receipt of your complaint within 72 hours and provide an expected timeframe for resolution. Following investigation, a formal response will be provided to you within ten (10) working days. You would generally be consulted by ECCQ to identify how you will like the complaint handled, and the expected outcomes you are seeking, without further referral of the matter to a third party. Resolution of complaints will be undertaken confidentially and equitably.

If you have made a complaint and are unhappy with the results, you can contact the CEO of ECCQ on **3844 9166**. If your matters are urgent, kindly reach out to the Program Manager directly at **0478 899 248** or via email at health@eccq.com.au.

Office hours

Our office is open from 9am to 5pm during weekdays. However, our dedicated staff can provide free services to you during weekends and after business hours if needed. Please ask as required.

For further information please call our staff on **3844 9166**.

If you need help from other agencies, we will refer you to the appropriate services for free.



Information for our clients

Hepatitis, HIV/AIDS & Sexual Health Program





About the Ethnic Community Council of Queensland (ECCQ) and our program

ECCQ has been working directly with Queensland's many multicultural communities since 1976. Our focus is to advocate and support the needs, interests and contributions of Culturally and Linguistically Diverse (CALD) communities in Queensland.

The ECCQ Hepatitis, HIV and Sexual Health Program, is funded by Queensland Health to provide relevant information, education and support to migrants and refugees in Queensland.

Our services

Our program provides the following services:

- Free information, education and resources in different languages on Hepatitis, HIV/AIDS and Sexually Transmissible Infections (STI).
- Free support to people who have been diagnosed with hepatitis B or hepatitis C and their families.
- Free FibroScan to check liver fibrosis and cirrhosis.

Our services are free to all migrants and refugees, including temporary visa holders living in Queensland, regardless of their visa status. Our clients are encouraged to be involved in making decisions about the services delivered to them.

As our clients, you can choose:

- When and where you want us to deliver the service to you (where appropriate)
- How to receive the service – face-to-face (limited to people living in South East Queensland) or via phone (anywhere in Queensland) or other methods such as email, Facebook, WeChat, Line, WhatsApp.
- A male or female staff member (if available)
- A staff member from within your ethnic community (if available) or a different community

You can expect to receive services that meet your cultural, language and health needs.

We will:

- Treat everyone equally
- Respect everyone, regardless of cultural and religious beliefs
- Be honest and impartial

- Keep your information confidential
- Provide timely services
- Respond to your needs
- Be flexible and reliable in service delivery
- Advocate and act in your best interests
- Keep our skills and knowledge up-to-date

Our team consists of a program manager, community management and treatment coordinator and bilingual community health workers from a range of different language and cultural backgrounds. We will endeavour to match your language and cultural background with a staff member who speaks your language and/or is from a similar cultural background. Alternatively, we can engage interpreting services free of charge for you if we do not have a staff member who speaks the same language.

Eligibility

Anyone from a CALD community who has been diagnosed with hepatitis B or hepatitis C or both can access our services.

Your rights and responsibilities

All of our clients have a right to:

- Be treated with respect and dignity regardless of their age, gender, religion, sexual preference or culture
- Ask questions any time
- Withdraw consent to share information at any time
- Freely express themselves
- Receive services in a safe and confidential environment
- Receive culturally appropriate services
- Refuse or stop services at any time
- Freely provide both positive and negative feedback
- Freely make a complaint without any retribution
- Have your personal information treated confidentially
- Participate in all decision-making about services delivered to you and your family

We would like you to:

- Treat our staff and volunteers with respect
- Actively participate in services delivered to you
- Let our staff know as soon as possible if any changes to arrangements already made
- Ensure our staff and volunteers' safety, if services are delivered at your home

Privacy and confidentiality

All staff, volunteers and students are bound by the Privacy and Confidentiality Policy of the organisation:

- Your private information is protected and kept in secure places including locked filing cabinets or password-protected computers
- Your name and any personal information that can identify you will not be disclosed unless you give consent
- You have the right to access your stored information upon request
- You can request to meet at a place you feel is comfortable and confidential, either at your home or a public area or in our office

Consent

We may ask your permission to collect information about you in order to provide a better service. For example: your name, age, spoken language, phone number, postcode, number of children, your relationship status and relevant health information.

However, if you are not comfortable disclosing any of the information asked for, you can choose to withhold it.

Your information will be stored securely to keep it confidential, and will be destroyed in line with statutory requirements and/or guidelines.

Your information can be accessed by the staff providing services directly to you, and the program manager. It may be accessed by other staff or relevant services but only with your consent.

If you are under 18 years, consent must be given by a parent or legal guardian of the person. If you have any questions, please talk to relevant staff members or the program manager at any time.