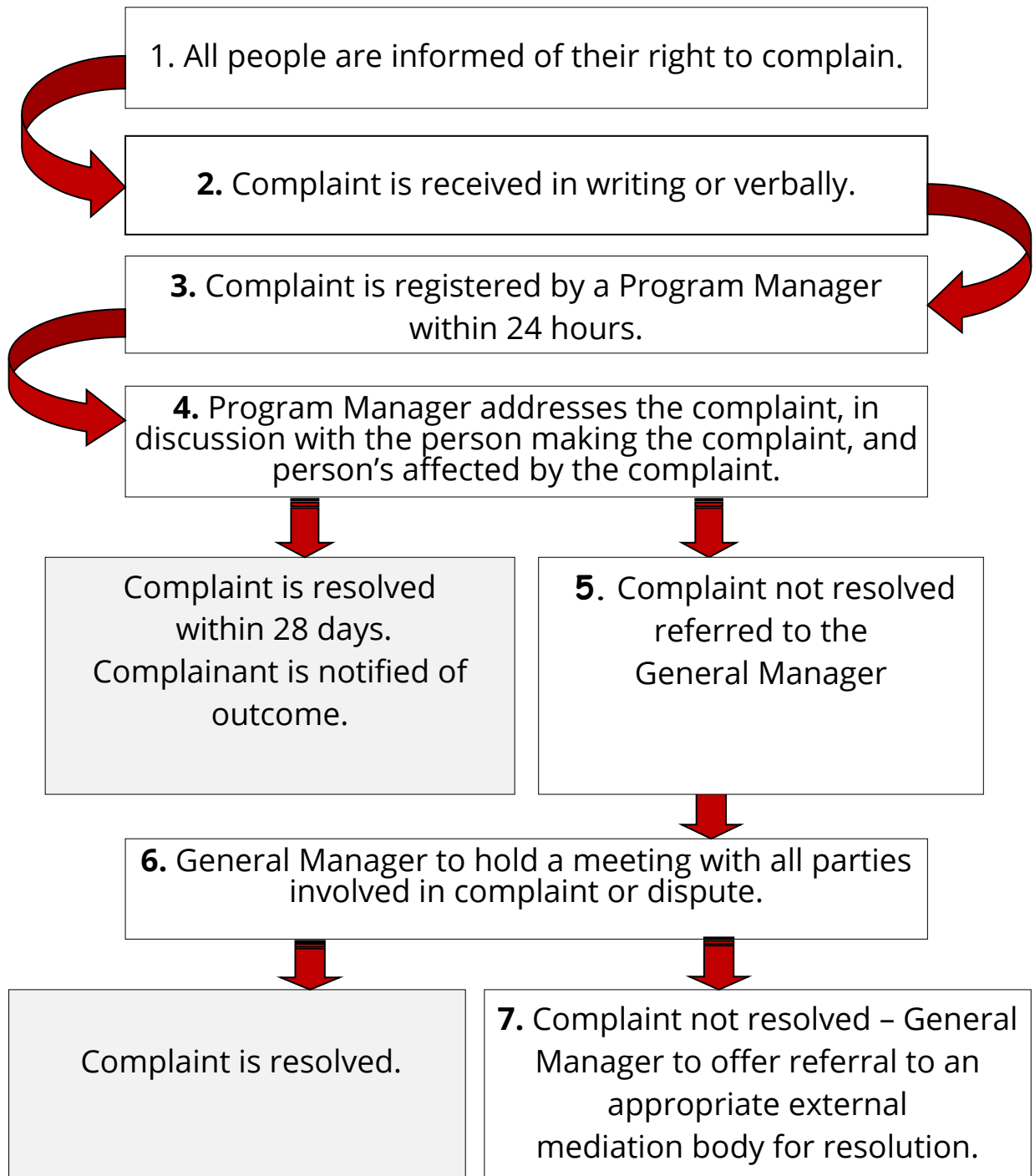




Complaints and Disputes Process



*Reportable or Serious Complaints will go directly to step 5

All employees are Mandatory Reporters. This means we are required by law to make a report to FACS, NDIS Quality and Safeguarding Commission or the Police when we have concerns about the safety or wellbeing of others.



HOW TO MAKE A COMPLAINT

We value your feedback. If you are unhappy with the service, you receive we would like to know.

You can complete a feedback form or ask for a staff member to complete it with you.

You do not need to leave your name when making a complaint, however if you chose to do so, please be assured that everything you say will be treated CONFIDENTIALLY in accordance with relevant legislation.

All employees are Mandatory Reporters. This means we are required by law to make a report to FACS, NDIS Quality and Safeguarding Commission or the Police when we have concerns about the safety or wellbeing of others.

You can make a complaint in any of the following ways:

IN WRITING

PO Box 104, Port Macquarie, NSW, 2444

IN PERSON

10-12 Short Street, Port Macquarie, NSW, 2444

150 Hay Street Port Macquarie, NSW, 2444

TELEPHONE

(02) 6581 6800

EMAIL

reception.communityservices@stagnesparish.org.au

WEBSITE

<https://sacal.org.au/contact-us>

WITH YOUR SUPPORT WORKER

Talk to your support worker or another staff member

ANONYMOUSLY

You may wish to leave your form in the box provided in the box provided at Reception

EXTERNAL MEDIATION SERVICES

If you are not happy with the way your complaint has been handled, you may wish to contact an External Mediation Service.

Complaints Resolution and Referral Service (CRRS)

Free call: 1800 880 052

TIS: 131450

TTY: 1800301130

NRS 180055567

FAX: (02) 84 127 19 9

Web: www.crrs.net.au

Email: crrs@workfocus.com

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

TTY: 133 677 (Interpreters can be arranged)

National Relay Service:

<https://relayservice.gov.au/contact/>

Web: www.ndiscommission.gov.au