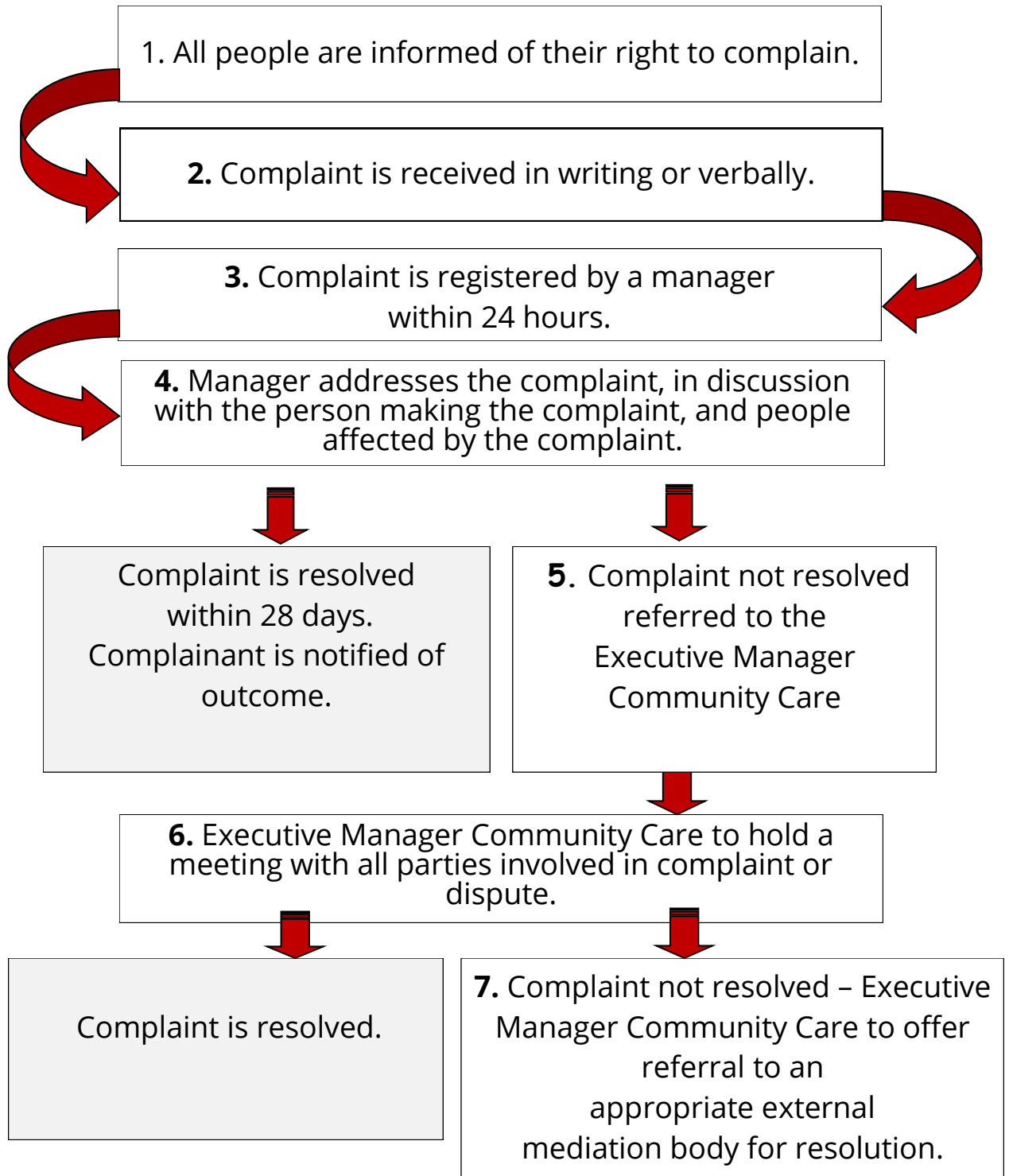




# Complaints and Disputes Process



\*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.

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

### IN WRITING

PO Box 104, Port Macquarie, NSW, 2444

### IN PERSON

150 Hay Street Port Macquarie, NSW, 2444

### TELEPHONE

(02) 6581 6800

### EMAIL

[enquiries.sacal@stagnesparish.org.au](mailto:enquiries.sacal@stagnesparish.org.au)

### WEBSITE

[Community Services- Community Housing - St Agnes' Care & Lifestyle \(sacal.org.au\)](http://sacal.org.au)

### WITH YOUR Manager

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.

#### Housing Appeals Committee Office

5-6 Ground Floor. 1-17 Elsie Street  
Burwood NSW 2134

Office [Map and details](#)

Postal Address. PO Box 1030  
Westfield Burwood NSW 2134

Office Hours. Monday to Friday. 9.00am - 4.00pm

Free call: 1800 629 794

Phone: 02 8741 2555

Fax: 02 8741 2566

Email: [hac@facs.nsw.gov.au](mailto:hac@facs.nsw.gov.au)

Website: [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

#### 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.ndiscommision.gov.au](http://www.ndiscommision.gov.au)