

It is your right to complain. This is how you do it:

1. Try to sort out the problem by discussing it with the staff directly involved. If the problem is not solved, go to step 2.

2. Take the problem to the Coordinator, Team Leader or Manager of the service. If you still do not have a satisfactory answer or solution, go to step 3.

3. Ask for the matter to be examined by the Senior Manager or the General Manager, Client Programs.

OR

If the problem is still not solved take your complaint to the Chief Executive Officer.

Please note that:

- At any stage we will support the involvement of an advocate if you choose to use one.



Making a complaint

- Complaints can be made by consumers, families, advocates or others who are concerned.
- Complaints are treated confidentially.
- You can choose a support person to assist you in making a complaint. The person may be a friend, a family member or an advocate from another organisation.
- We will try to address the problem quickly; a plan of action will be worked out with you within four weeks at the most. Written records will be kept on what happens.
- Northcott staff have a duty to assist and support you in making a complaint. Staff are not permitted to treat you unfairly because you complained.
- There is more information in our Policy on Consumer Rights – Complaints & Suggestions, which is available on request.
- Complaints can also be taken to outside agencies to be resolved. (see the back page for contact details).
- Staff should provide information and support for people who want to take their complaint to outside agencies.
- If the complaint concerns an illegal action by a Northcott worker, staff must report it to their Service Manager and, in some instances, the Police or another outside agency.
- There is a Northcott Complaints Review Committee which includes service users and senior managers. The Committee monitors how complaints are dealt with and consumers' satisfaction with the process. Names or other identifying information about people who have made complaints are not given to the Committee.

Agencies which can help you make a complaint

Ombudsman's Office (NSW)

Level 24, 580 George Street Sydney 2000
Tel:(02) 9286 1000
TTY: (02) 9264 8050
Free Call: 1800 451 524 (STD)
Email: nswombo@ombo.nsw.gov.au

Human Rights & Equal Opportunity Commission

Level 8, 133 Castlereagh Street Sydney 2000
GPO BOX 5218, Sydney NSW 2001
Tel: (02) 9284 9600
TTY: 1800 620 241 (no voice calls)
Local call cost from anywhere in Australia:
1300 656 419
Email: complaintinfo@humanrights.gov.au

Anti Discrimination Board of NSW

Level 4, 175 - 183 Castlereagh Street Sydney 2000
PO Box A2122, Sydney South 1235
Tel: (02) 9268 5544
TTY: (02) 9268 5522
Free call: 1800 670 812 (STD)
Email: adbcontact@agd.nsw.gov.au

NSW Disability Discrimination Legal Centre Inc.

PO Box 989 Strawberry Hills NSW 2012
Voice: (02) 9310 7722
Toll Free: 1800 800 708
TTY: (02) 9310 4320
TTY Toll Free: 1800 644 419
Fax: (02) 9310 7788
Email: info@ddlcnsw.org.au

Disability Complaints Service

52 Pitt Street Redfern Sydney 2016
Tel: (02) 9319 6549
TTY: (02) 9318 2138
Free Call: 1800 422 016
Email: pwd@pwd.org.au

Department Of Ageing, Disability & Home Care (NSW)

Central Office
Level 5, 83 Clarence Street Sydney NSW 2000
Tel: (02) 8270 2000
TTY: (02) 8270 2167
Website: www.dadhc.nsw.gov.au



Northcott Disability Services provides support and services for people with disabilities and their families across NSW and the ACT.

Services are coordinated from our Central Office in North Parramatta with Regional offices in South West Sydney, Illawarra, New England, Northern NSW, Riverina, Western NSW Newcastle, Penrith and Southern NSW.

1 Fennell Street North Parramatta NSW 2151
PO Box 4055 Parramatta NSW 2124
Tel: (02) 9890 0100
Fax: (02) 9683 2827
Free Call (Rural): 1800 506 071
Free Call (Fundraising): 1800 818 286
Email: enquiry@northcott.com.au

www.northcott.com.au

ACN 000 022 971

 northcott
disability services

You have a
right to
complain

At Northcott Disability Services, we want to know if people are not satisfied with the conduct of our staff, our fees or any other aspect of our services.

Your comments, criticisms and suggestions are welcome. They help us to correct our mistakes and improve our services.

 Ability First
AUSTRALIA
Disability Services