

Complaints and Feedback are welcome



Other organisations you can contact if you're unhappy with how Northcott has handled your complaint

Whilst we would always prefer to resolve your complaint directly, you are also able to make a complaint to any of the following outside agencies.

Ombudsman Office (NSW)

Level 24, 580 George St, Sydney 2000
Phone: (02) 9286 1000 TTY: 02 9264 8050 Toll Free: 1800 451 524
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au

ACT Disability and Community Services Commissioner

GPO Box 158, Canberra City ACT 2600
Phone: (02) 6205 2222
Email: human.rights@act.gov.au
Web: www.hrc.act.gov.au

Australian Human Rights Commission

Level 3, 175 Pitt Street, Sydney NSW 2000
GPO Box 5218, SYDNEY NSW 2001
Phone: (02) 9284 9888 Complaints Infoline: 1300 656 419
TTY: 1800 620 241
Email: complaintsinfo@humanrights.gov.au

Anti-Discrimination Board (NSW)

Level 4, 175 Castlereagh Street, Sydney NSW 2000
PO Box A2122, Sydney South NSW 1235
Phone: (02) 9268 5544 TTY: (02) 9268 5522
Email: complaintsadb@agd.nsw.gov.au

Multicultural Disability Advocacy Association (MDAA)

10-12 Hutchinson St, Granville NSW 2142
PO Box 884 Granville NSW 2142
Phone: (02) 9891 6400 National Relay Service: 133 677
Toll Free Phone: 1800 629 072
Telephone Interpreter Service: 13 14 50
Email: mdaa@mdaa.org.au
Web: www.mdaa.org.au

People With Disability Australia

PO Box 666 Strawberry Hills NSW 2012
Tower 1, Level 10, 1 Lawson Square Redfern NSW 2016
Phone: 02 9370 3100 Toll Free: 1800 422 015
TTY: 02 9318 2138 TTY Toll Free: 1800 422 016
Email: pwd@pwd.org.au

National Disability Insurance Agency

GPO Box 700 Canberra ACT 2601
Phone: 1300 362 072
TTY: 1800 555 677 then ask for 1800 800 110
Email: feedback@ndis.gov.au

Family & Community Services, Ageing, Disability & Home Care

Locked Bag 10, Strawberry Hills NSW 2012
Phone: (02) 9377 6000 TTY: 133 677
Email: servicembx@fac.nsw.gov.au
Web: www.adhc.nsw.gov.au

Northcott is registered to provide supports for National Disability Insurance Scheme participants.

Phone: 1800 818 286

Web: www.northcott.com.au



We need your feedback, it will help us improve our service

Complaints

Suggestions

Compliments



Give us your feedback

There are three types of feedback you can give us.

A complaint

A **complaint** is feedback you give us if you are unhappy with our service and you would like us to try to find a solution to the problem.

A Suggestion or Compliment

A **suggestion or compliment** is an opportunity for you to share a comment, opinion or idea about how we can improve something.



Who can give feedback?

Anyone can give feedback or make a complaint including clients, families, advocates or others.

4 ways you can help us improve

- Discuss the issue or suggestion with the staff member who is directly involved.
- Discuss the issue with a Manager.
- Complete a Complaints and Feedback Notification Form. This form is on our website and it can also be sent to you or picked up from your nearest Northcott office.
- Phone calls, letters, emails and facsimiles are also welcome.

Can someone help me give feedback?

You can choose a person to support you with your complaint or feedback. This person can be a friend, family member, staff member or an advocate from another organisation.

What will happen?

Northcott is committed to resolving complaints in an ethical, confidential, timely, transparent and fair way.

We view feedback as a positive opportunity to improve the quality of our services and operations, and to strengthen relationships with our customers and with our community.

Complaints are treated confidentially. Only the people who need to help find a resolution will be involved. Our Quality Review Committee ensures the processes are followed in an appropriate and timely manner.

How long will it take to resolve a complaint?

The target for finalising complaints is within 35 days from receiving the complaint. We will be in contact with you throughout the resolution process.

How you can contact us?



northcott.com.au



feedback@northcott.com.au



1800 818 286



Feedback & Complaints Dept.
PO Box 4055,
Parramatta NSW 2124



In person at a Northcott office



If you have a hearing, speech or communication impairment, phone the National Relay Service on **13 36 77**