

## WHAT HAPPENS AFTER A COMPLAINT IS MADE

WEmpower Services 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 management ensures the processes are followed in an appropriate and timely manner.



Registered  
NDIS  
Provider

## OTHER ORGANISATIONS YOU CAN CONTACT

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  
Toll Free: 1800 451 524, Call TIS: 131 450  
National Relay Service Call: 1300 555 727  
Email: [info@ombo.nsw.gov.au](mailto:info@ombo.nsw.gov.au)

### **ACT DISABILITY AND COMMUNITY SERVICES COMMISSIONER**

Phone: 02 6205 2222, TIS National: 131 450  
Email: [human.rights@act.gov.au](mailto:human.rights@act.gov.au)

### **AUSTRALIAN HUMAN RIGHTS COMMISSION**

GPO BOX 5218, SYDNEY NSW 2001  
Complaints info line : 1300 656 419, Reception: 1300 369 711

Email: [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)

### **ANTI-DISCRIMINATION BOARD (NSW)**

LOCK BAG 5000, PARRAMATTA NSW 2124  
Phone: 02 9268 5544 Toll Free: 1800670812  
Email: [complaintsadb@justice.nsw.gov.au](mailto:complaintsadb@justice.nsw.gov.au)

### **MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION**

10-12 HUTCHINSON ST, GRANVILLE NSW 2142  
PO BOX 884 GRANVILLE NSW 2142  
Toll Free: 1800 629 072, Phone: 02 9891 6400  
EMAIL: [MDAA@MDAA.ORG.AU](mailto:MDAA@MDAA.ORG.AU)

### **PEOPLE WITH DISABILITY AUSTRALIA**

LEVEL 8, 418A ELIZABETH ST, SURRY HILLS NSW 2010  
PO BOX 666, STRAWBERRY HILLS NSW 2012  
Phone: 02 9370 3100, Toll Free: 1800 422 015  
Email: [PWD@PWD.ORG.AU](mailto:PWD@PWD.ORG.AU)

### **NATIONAL DISABILITY INSURANCE AGENCY**

GPO BOX 700, CANBERRA ACT 2601  
Phone: 1800 800 110, TTY: 1800 555 677  
National Relay Service: 1800 555 727  
Email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

### **NDIS QUALITY AND SAFEGUARDS COMMISSION**

Toll Free: 1800 035 544  
National Relay Service: 1800 035 544, TTY 133 677  
Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

### **OFFICE OF THE CHILDREN'S GUARDIAN**

LOCK BAG 5100, STRAWBERRY HILLS NSW 2012  
Reportable Conduct: 028219 3800  
Protection Helpline: 132 111 (TTY 1800 212 936)

NDIS Quality and Safeguards Commission: 1800 035 544

# WEmpower

WHERE CARE LEADS TO **EMPOWERMENT**

# Feedback & Complaints



# WEmpower

WHERE CARE LEADS TO **EMPOWERMENT**

## PLEASE LEAVE US YOUR FEEDBACK

Ways you can help us improve

Discuss the issues 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 can be sent to you or picked up from WEmpower Services Office.

Phone calls, letters, emails and facsimiles are also welcome.

Cultivating and nurturing human connections

Providing dedicated support

Fostering empowerment

## SUPPORT TO GIVE FEEDBACK

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

## RESOLVING COMPLAINTS

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

📍 Suite 3, Level 1, 146-150 Gordon Street Port Macquarie, NSW, 2444

Post to: Feedback & Complaints WEmpower Services, Suite 3, Level 1, 146-150 Gordon Street, Port Macquarie NSW 2444  
In person: At a WEmpower Services Office

Opening Hours:

Monday-Friday: 8.00am to 3.30pm

Saturday-Sunday: Closed



(02) 6519 8732



info@wempower.com.au



wempower.com.au

## THERE ARE THREE TYPES OF FEEDBACK YOU CAN GIVE US A COMPLAINTS, SUGGESTION OR COMPLIMENT.

Conducting Investigations involving Children or Young People.

When investigating a complaint, WEmpower Services follows suggested approaches to conducting interviews with Children and Young People including:

- Ensuring they are heard
- Ensuring they are supported
- Identifying any specific needs before an interview
- Support them to provide information in their words.

*Referenced from the Complaint Handling Guide: Upholding the Rights of Children or Young People- published by the National Office of Child Safety.*



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