#### 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.



#### 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

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

Phone: 02 6205 2222, TIS National: 131 450 Email: 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

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

LOCK BAG 5000, PARRAMATTA NSW 2124 Phone: 02 9268 5544 Toll Free: 1800670812 Email: 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

#### **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

#### 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

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

Toll Free: 1800 035 544

National Relay Service: 1800 035 544, TTY 133 677 Email: 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

### **WEmp@wer**

WHERE CARE LEADS TO EMPOWERMENT

# Feedback Complaints



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.





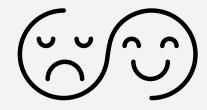


### SUPPORT TO GIVE FEEDBACK

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, SUGGESTON 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.

