

## What if I am not happy?

- Your concern can go to a supervisor who will let the CEO know what is happening.
- The new supervisor will review your concern and the action that was taken. They will try to resolve the issue with you.
- If you are still not satisfied then you can contact:

### NSW Ombudsman

[www.ombo.nsw.au/complaints](http://www.ombo.nsw.au/complaints)  
Tollfree: 1800 451 524  
Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

### STATE GOVERNMENT FAMILY AND COMMUNITY SERVICES PROGRAMS

[http://www.facs.nsw.gov.au/about\\_us/contact\\_us](http://www.facs.nsw.gov.au/about_us/contact_us)  
Ph: 1800 000 164  
Email: [complaints@community.nsw.gov.au](mailto:complaints@community.nsw.gov.au)

### NATIONAL DISABILITY INSURANCE SCHEME QUALITY AND SAFEGUARDS COMMISSION 1800 035 544 TTY 133 677

<https://www.ndiscommission.gov.au/participants/complaints>

**CEO:** Alice Lans  
0439 827 745

[alans@noahsark.nsw.edu.au](mailto:alans@noahsark.nsw.edu.au)

**Vice President:** Ian Patrick  
0414 832 100

## Your Rights:

You have the right to:

- respect at all times
- be treated with courtesy at all times
- be assessed for access to services without discrimination
- be informed and consulted about available services and other relevant matters
- be part of decisions about your care and service
- choose from available alternatives
- pursue any complaint about service provision without retribution
- involve an advocate of your choice
- receive good quality service
- privacy and confidentiality, and access all personal information kept about the Consumer.

(From: Community Support Incorporated)

### Noah's Inclusion Services

Nowra: Noah's Bldg, Shoalhaven Campus Uni of Wollongong  
George Evans Road, Mundamia  
(PO Box 284 Nowra) NSW 2541  
Ph: 4423 5022 Fax: 4422 5156  
Email: [nowra@noahsark.nsw.edu.au](mailto:nowra@noahsark.nsw.edu.au)

Ulladulla: 158 Green St (PO Box432), Ulladulla NSW 2539 Ph:  
4455 1318 fax: 4454 2924  
Email: [ulladulla@noahsark.nsw.edu.au](mailto:ulladulla@noahsark.nsw.edu.au)

[www.noahs.org.au](http://www.noahs.org.au)



**Noah's**  
EVERY CHILD.  
EVERY OPPORTUNITY.

## Feedback and Complaints

“A complaint can be a concern, problem, issue, worry or something you are not happy with.”



We at Noah's want to know what we are doing well and are we meeting your needs?

**Help us to improve our  
service**



## Positive feedback . . . .

We value your feedback so . . . .

- Tell a staff member
- Write it down
- Email us
- Fill out a survey
- Phone us
- Fax
- Send us a SMS—0434 242 345



However, sometimes you have a concern about our service. If you tell us we can learn by our mistakes and provide a better service to you and your family as well as to other families. You can complain about anything you are not happy with.

## Complaints

### It is OK to complain

If you complain:

- This is your right.
- We will not stop our service to you.
- We will handle your complaint quickly and fairly.
- We will keep you up to date with what's happening.
- Your complaint is confidential and only those who need to know will know.

### Who can complain?

You or someone on your behalf eg a family member or friend.

### Who can I complain to?

Any Noah's Inclusion Services staff member. That staff member can help and support you through the process or you may have your own family member or friend help you.

#### Complaint Handling



## How do I complain?

- Talk to a staff member
- Write it down
- Email
- Phone call
- Fax
- Send a SMS to 0434 242 345

## Then what happens?

- We will fill out a form with you.
- If we can, we'll deal with it straight away.
- **BUT** what if I don't want my name on it? That's ok. We'll investigate as much as we can but we may not be able to get the best outcome for you.

## Why is there a form?

It helps us make sure your concern is dealt with fairly and appropriately. We have a legal obligation to keep a record of the complaint—especially how it was dealt with and the outcome.

## What happens next?

- Within a week a staff member will be appointed to investigate your concern. They will try to resolve things for you within 2 weeks.
- They will keep in contact with you and will let you know the result