

# Centacare South West NSW

Wagga Wagga | Albury | Griffith | Mulwala |

**P: 1300 619 379**

**E: [info@centacareswsw.org.au](mailto:info@centacareswsw.org.au)**

**[www.centacareswsw.org.au](http://www.centacareswsw.org.au)**



Office locations:

**Wagga Wagga**

201 Tarcutta Street

**Albury**

449 Olive Street (PO Box 3143)

**Griffith**

140 Yambil Street (PO Box 2330)

**Mulwala**

109 Melbourne Street

We also outreach to the following locations:

**Narrandera, Junee,  
Cootamundra and Hay**



Centacare is entrusted to assist and empower clients and staff to meet their needs in a professional, respectful and collaborative manner. Services are accessible to all, especially the disadvantaged and vulnerable.

Centacare's code of ethical practice is inspired by the teaching of the Catholic Church on social justice.

All Family Relationship Services programs are conducted by qualified staff who adhere to the Centacare Mission statement and Code of Ethics.



# FEEDBACK COMPLAINTS COMPLIMENTS

Updated September 2020

At **Centacare** we are passionate about supporting all people in our community. We belong to the **Wagga Wagga, Albury, Griffith and surrounding communities**. We believe in wellbeing for all



### WHAT CAN I GIVE FEEDBACK ABOUT?

You can give feedback if you feel you have been unfairly treated by Centacare at any time.

You can make a complaint about the service you receive from Centacare.

### HOW DO I GIVE FEEDBACK?

- By completing the form on this brochure.
- By writing a letter
- By making a phone call
- By sending an email via our website

### TO WHOM CAN I GIVE MY FEEDBACK?

- Regional Managers
- Chief Executive Officer

### CONTACT: 1300 619 379

The organisation should review the Feedback and Complaints brochure given to participants to include details of external compliant bodies such as the **NDIS**

## YOU WILL NOT BE DISCRIMINATED AGAINST FOR MAKING A COMPLAINT

### WHAT HAPPENS THEN?

The person receiving your feedback will contact you within 7 working days.

Your feedback will be heard. You may choose a personal interview.

We will ask you how you think the matter can best be resolved.

We will also offer suggestions to help resolve the matter.

When your matter is resolved you will receive written confirmation.

### CAN I GIVE FEEDBACK TO SOMEONE OUTSIDE CENTACARE?

If we can't help you, we will refer you to someone who can.

For complaints regarding NDIS Support, you can contact the NDIS Commission via email:

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au) or

call 1800 035 544

## FEEDBACK

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

My Feedback is addressed to:

Name/ Dept. \_\_\_\_\_

My Feedback is about:

The serviced I received

Other

My Feedback is:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

My suggestions to resolve the matter are:

\_\_\_\_\_  
\_\_\_\_\_

I would prefer to be contacted by:

Phone      Email

I would like a personal interview about my feedback

Yes      No

I need an interpreter

Yes      No

Please tear off