

Centacare South West NSW

Wagga Wagga | Albury | Griffith | Mulwala |

P: 1300 619 379

E: info@centacareswsw.org.au

www.centacareswsw.org.au



Office locations:

Wagga Wagga

201 Tarcutta Street

Albury

566 Macauley 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.

Centacare is a registered NDIS Service Provider and is committed to delivering quality professional services and upholding the NDIS Code of Conduct. This includes managing your feedback and complaints in accordance with the requirements of the NDIS Managing Complaints and Incident process and NDIS Reportable Incidents.



FEEDBACK COMPLAINTS COMPLIMENTS

GF-015 June 2023.

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 Commission**.

WHAT HAPPENS THEN?

- The person receiving your feedback will contact you within 2 working days.
- We will then follow up with you at 7 and 14 days and as agreed thereafter to keep you informed of progress.
- We will engage and consult with you and other stakeholders on the matters raised.

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 or call 1800 035 544.

YOU WILL NOT BE DISCRIMINATED AGAINST FOR MAKING A COMPLAINT.

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