

Knowing your rights

If you would like to make a complaint to an external agency you may choose to contact one of the following organisations for assistance:

Ombudsmans Office (NSW)

ADDRESS: Level 24, 580 George Street Sydney 2000
PH: (02) 1800 451 524 (Mon to Fri)
TTY: (02) 1300 555 727 (ask for 1800 451 524)
WEB: Visit www.ombo.nsw.gov.au to make a complaint online.

NDIS Quality & Safeguards Commission

PH: 1800 035 544
TTY: 133 677
EMAIL: complaints@ndiscommission.gov.au

People with Disability Australia

PH: 1800 422 015
TTY: 133 677 (ask for 1800 422 015)
EMAIL: pwd@pwd.org.au

Anti-Discrimination (NSW)

PH: 1800 670 812
WEB (TTY): Visit accesshub.gov.au

South Western Sydney PHN

PH: 02 4632 3000
EMAIL: enquiries@swsphn.com.au
WEB: visit swsphn.com.au and go to What We Do.

This service is funded by

phn
SOUTH WESTERN
SYDNEY

An Australian Government Initiative

The Supporting Recovery Pilot Program is being delivered by CatholicCare Sydney and Anglicare Sydney.

The Pilot Program is supported by funding from the Australian Government through South Western Sydney PHN.

We would like to acknowledge the traditional custodians of the Deerubin, Dharawal, Dharug and Gandangara lands and waters on which we live and work and pay our respect to Elders both past and present.



supportingrecovery.org.au



CatholicCare
SYDNEY



Supporting
RECOVERY

Protecting Your Rights



Supporting Recovery deals with complaints to promote and protect your rights and to help us resolve issues and improve our services. If you are dissatisfied with the service you have received or think that you have been treated unfairly, you have the right to make a complaint.

You will not be discriminated against or treated any differently for making a complaint. Supporting Recovery will ensure that at all times you are treated respectfully, courteously, and sensitively.

Making a complaint

You can make a complaint to any Supporting Recovery employee in person, by phone, online, or in writing.

You can also ask someone else to make a complaint on your behalf if you are unable to make the complaint yourself. You have the right to have a support person, carer, advocate, and/or interpreter assist you when making a complaint and during the complaints resolution process.

In your own words, you should explain your concern and include enough information so we have a clear picture. This will allow us to assess your complaint and determine the most appropriate response.

What happens to my complaint?

Supporting Recovery is committed to managing your complaint in a timely, fair, and strictly confidential manner.

- We will take action to address and attempt to resolve your complaint.
- We will contact you to acknowledge receipt of your complaint, to discuss your desired outcome, and how your complaint will be processed.
- We will schedule a time to meet with you, and a support person, carer, advocate, and/or interpreter, if you wish.
- We will keep you informed as to the progress of your complaint and its outcome.

Who should I contact?

You can raise your complaint with your Supporting Recovery local care team member, counsellor, or the person providing a service to you.

Alternatively, you can make a complaint:



ONLINE

You can make a complaint online by visiting supportingrecovery.org.au/feedback



BY PHONE

You can also make a complaint by calling 1300 316 554.



BY EMAIL

You can also make a complaint by emailing feedback@supportingrecovery.org.au



TO AN EXTERNAL AGENCY

You can also choose to make a complaint to an external agency. Turn the page to see the contact details of a number of external organisations listed.

