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Croydon NSW 2132
Phone: 02 9747 5782
enquiries@safc.org.au
www.safc.org.au

You Have A Right To Complain

Your feedback helps us improve our services

Making A Complaint

St Anthony's Family Care values feedback from our service users. If you are not satisfied with the service you receive, the conduct of staff, our fees or any other aspect of our services you have the right to complain.

We are keen to hear any feedback, comments or suggestions that you may have to enable us to improve our services and best meet the needs of the children and families who use our services.

Complaints that involve an illegal action by a staff member of St Anthony's Family Care, must be reported to the Service Coordinator and in some instances the Police or other outside agencies.

- Complaints can be made by the person using the service, their family, advocates or others who are concerned.
- All complaints are treated confidentially.
- You can choose a support person to assist you in making a complaint. The person may be a friend, a family member or another service who is able to assist you through the complaints process.

Handling The Complaint

- Complaints will be addressed promptly. A plan of action will be worked out with you within 2 weeks. Written documentation will be maintained on what happens.
- St Anthony's Family Care staff have a responsibility to assist and support you in making a complaint. Staff are required to treat all those making complaints fairly and objectively.
- Additional information is available in the organisational policy on Feedback and Complaints. You may request a copy of this policy from any St Anthony's Family Care Service.
- You also have the right to access outside agencies for assistance in resolving grievances. A list of these agencies is detailed overleaf.
- Staff will provide information and support for people who want to take their grievance to outside agencies.

It is Your Right To Complain

The following 4 steps outline the procedure for making a complaint within the organisation.

1. An attempt should be first made to resolve the problem at the service level. This can involve speaking to the staff member directly involved or speaking to the Service Coordinator.



2. If you feel that the issue is unresolved or you are not comfortable talking with the staff member involved, you can request the involvement of the Chief Executive Officer. You can request the Service Coordinator to involve the CEO or you can contact the CEO directly.



3. If your complaint remains unresolved, you may write to St Anthony's Board of Directors.



4. If you are still unhappy you may seek support from an external agency

You Have A Right To Complain *...continued*

Agencies which can help you make a complaint.

Ombudsman (NSW)

Ph: 1800 451 524

Website: www.ombo.nsw.gov.au

NDIS Quality & Safeguards Commission

Ph: 1800 035 544

Website: www.ndiscommission.gov.au/contact-us/makeacomplaint

Anti-Discrimination New South Wales

Ph: 1800 670 812 or (02) 9268 5544

Email: complaintsadb@justice.nsw.gov.au

Website: www.antidiscrimination.nsw.gov.au

Australian Centre for Disability Law

Ph: 1800 800 708 or (02) 7229 0061

Email: advice@disabilitylaw.org.au

Website: www.disabilitylaw.org.au

The Australian Human Rights Commission

Ph: 1300 656 419

Email: infoservice@humanrights.gov.au

Website: www.humanrights.gov.au

NSW Department of Education

Ph: 1800 619 113

Email: ececd@det.nsw.edu.au

Website: www.education.nsw.gov.au

St Anthony's Family Care exists to carry on the work of Mary MacKillop in caring for children and families in need.

St Anthony's Family Care is an incorporated work of the Sisters of St Joseph and has been providing services to families for over 80 years.

St Anthony's Family Care cherishes

- Being responsive to families' needs
- Respecting the dignity of children, families and staff
- Being compassionate
- Treating all with equity
- Acting with integrity
- Being accountable

If you are deaf or have a hearing or speech impairment, please contact us through the National Relay Service

1300 555 727

Should you require an interpreter, please call
Translating and Interpreting Service National on 131 450

How to Contact Us

Please contact us to make a suggestion, compliment or a complaint about a service you have received.

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St Anthony's Family Care
children • families • communities

