



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 user 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 3 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's Office (NSW)

Level 24, 580 George Street Sydney 2000
Tel:(02) 9286 1000 & Free Call: 1800 451 524 (STD)
Email: nswombo@ombo.nsw.gov.au

Human Rights & Equal Opportunity Commission

Level 8, 133 Castlereagh Street Sydney 2000
GPO BOX 5218, Sydney NSW 2001
Tel: (02) 9284 9600
Local call cost in Australia:1300 656 419
Email: complaintinfo@humanrights.gov.au

Anti Discrimination Board of NSW

Level 4, 175 Castlereagh Street Sydney 2000
PO Box A2122, Sydney South 1235
Tel: (02) 9268 5555 & Free call: 1800 670 812 (STD)
Email: adbcontact@agd.nsw.gov.au

NSW Disability Discrimination Legal Centre Inc.

PO Box 989 Strawberry Hills NSW 2012
Tel: (02) 9310 7722 & Toll Free: 1800 800 708
Fax: (02) 9310 7788
Email: info@ddlcnsw.org.au

Disability Complaints Service

52 Pitt Street Redfern Sydney 2016
Tel: (02) 9319 6549 & Free Call: 1800 422 016
Email: pwd@pwd.org.au

Education & Communities

35 Bridge Street Sydney NSW 2000
Tel: (02) 9561 8000
Email: DECinfo@det.nsw.edu.au

Department Of Ageing, Disability & Home Care (NSW) - Central Office

Level 5, 83 Clarence Street Sydney NSW 2000
Tel: (02) 9377 6000
Email: servicembx.facs.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

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.

Address: 11 Monash Parade, Croydon, NSW 2132

Phone: (02) 9747 5782

Email: enquiries@safc.org.au

Website: www.safc.org.au



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