Know 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:

Ombudsman's 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

Aged Care Quality & Safety Commission

PH: 1800 951 822
TTY: 1800 555 677 (then ask for 1800 951 822)
GPO BOX: 9819 in your capital city

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
EMAIL: complaintsadb@justice.nsw.gov.au

About CatholicCare Sydney

We are the social services agency of the Catholic Church in Sydney.

Our services help people to live and thrive at every age, irrespective of beliefs and abilities. We provide locally-based disability services, counselling, education and support for children, young people and families, and deliver ageing services in the home.

We can also help you to navigate the new world of the NDIS and My Aged Care, by understanding your needs and applying our knowledge to help identify solutions.

Our greatest wish is to see you, your family and your community thrive.

Get in touch

CatholicCare Sydney

13 18 19
connect@catholiccare.org
catholiccare.org

CatholicCare
SYDNEY

MAR003

Protecting Your Rights

Your right to complain

CatholicCare
SYDNEY

CatholicCare Sydney 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. CatholicCare will ensure that at all times you are treated respectfully, courteously and sensitively.

Making a complaint

You can make a complaint to any CatholicCare 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?

CatholicCare Sydney 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 it's outcome.

Who should I contact?

You can raise your complaint with your CatholicCare case worker, counsellor, or the person providing a service to you.

Alternatively, you can make a complaint:

ONLINE
You can make a complaint online by visiting catholiccare.org/feedback

BY PHONE
You can also make a complaint by calling 13 18 19.

TO THE CEO
You can also make a complaint to the Chief Executive Officer by calling 13 18 19.

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.