

Information Sheet

Feedback and Complaints



What is feedback?

Feedback is telling us you liked our service or can see something we can improve.

What is a complaint?

A Complaint is telling someone you are not happy with something about the supports you received or saw.

Who can lodge feedback and complaints?

You, staff, family, members of the public.

How do I lodge feedback and complaints?

- speak directly to your support worker or our staff
- contact NADO via the website, email, letter or phone
- contact NDIS Commission
- contact other agencies

What happens then?

- we will take the feedback or complaint seriously and treat all parties fairly
- we will review the feedback or complaint, and we may conduct an investigation
- if a complaint requires investigation we may contact you for more information and advise of the complaint progress
- some investigations must be reported to NDIS or police

NADO Disability Services

1300 738 229
PO Box 511, St Marys 1790
28 Gidley St, St Marys NSW 2760
www.nado.org.au/feedback/

NSW Ombudsman (online)

P: 1800 451 524 or 1300 555 727 (NRS)
www.ombo.nsw.gov.au

Intellectual Disability Rights Service

Suite 204, 370 Pitt St Sydney NSW 2000
P: 9265 6350 or 1300 665 908
www.idrs.org.au

NSW Office of the Children's Guardian

P: 02 8219 3600
www.ocg.nsw.gov.au

Registrar of Community Housing

PO Box 2236, Burwood North NSW 2134
P: 1800 330 940
E: registrar@facs.nsw.gov.au
www.rch.nsw.gov.au

NDIS Quality and Safeguards Commission

P: 1800 035 544
www.ndiscommission.gov.au

National Disability Abuse & Neglect Hotline

P: 1800 880 052 or 1800 555 677 (NRS)
E: hotline@workfocus.com
www.jobaccess.gov.au/complaints/hotline

NSW Council for Intellectual Disability

P: 1800 424 065 E: info@cid.org.au
www.cid.org.au

Fact Sheet

Feedback, Complaints, and Whistleblower Protection: Information for Participants, Care Recipients, Families, Carers & Staff

This fact sheet provides a summary of your rights and our responsibilities regarding feedback, complaints, and whistleblower protections. It supports our compliance with Aged Care and NDIS Legislation and standards and aims to make it easier for you to raise concerns and receive support.

Feedback and Complaints

We welcome all feedback – compliments, suggestions, and complaints – to help improve our services. You have the right to be heard and to expect a response.

Key Points:

- You can provide feedback in person, over the phone, online, or in writing.
- We aim to resolve complaints promptly and fairly, usually within 45 days.
- Your privacy and dignity will be protected throughout the process.
- You can lodge complaints anonymously if preferred.
- Help is available, including interpreters and advocates.

External Complaint Options

- If you're not satisfied with the outcome or want to report externally, you can contact:
- Aged Care Quality and Safety Commission: 1800 951 822 | www.agedcarequality.gov.au
- NDIS Quality and Safeguards Commission: 1800 035 544 | www.ndiscommission.gov.au

Abuse and Reportable Incidents

Complaints involving abuse, neglect or serious misconduct will be treated with urgency. These may be reported as Reportable Incidents, with the NDIS Quality & Safeguard Commission.

Elder Abuse and Serious Incidents

Complaints involving abuse, neglect or serious misconduct will be treated with urgency. These may be reported under the Serious Incident Response Scheme (SIRS) and must comply with mandatory reporting laws.

Whistleblower Protection

Whistleblower protection is available for those who report serious misconduct, fraud, or illegal activity. This can include employees, contractors, or family members.

Key Protections:

- Your identity will be kept confidential.
- You are protected against retaliation or discrimination.
- Reports can be made anonymously.
- Concerns will be fairly and independently investigated