

Feedback, compliments, or complaints can be lodged by:

- speaking directly with a Coast Community Connections staff member or giving a Coast Community Connections staff member a completed Feedback and Complaints Form
emailing ceo@cccl.com.au
- phoning 02 4343 1888
- writing to PO Box 87, Ourimbah, NSW 2258 or
- placing written feedback or complaints in the Suggestion Box at Building B1, Ourimbah
Campus, University of Newcastle, Loop Rd Ourimbah, NSW, 2258

For our NDIS Customers

If you do not want to make a complaint directly to Coast Community Connections or are not happy with how Coast Community Connections has responded to your complaint you can complain to the NDIS Quality and Safeguards Commission (NDIS Commission).

Complaints to the NDIS Commission can be lodged:

- Phone: 1800 035 544
 - Phone hours services are currently available Monday to Friday (excluding public holidays) between 9am – 5pm for all States and Territories (except for the Northern Territory, available until 4:30pm)
- Online: <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

For My Aged Care Customers

If you would like support to talk to us, the [Older Persons Advocacy Network](#) can help. This free service provides independent and confidential support to help find solutions between My Aged Care recipients and aged-care providers. The network can also help you lodge a formal complaint.

Complaints to the My Aged Care Commission can be lodged:

- In writing: You can write a letter to them at Aged Care Quality and Safety Commission at GPO Box 9819, in your capital city
- Online: <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

For our Families accessing our Childcare Services

The NSW Department of Education, in its capacity as the NSW Regulatory Authority for education and care services, is responsible for administering the National Quality Framework (NQF) and has a range of powers and tools to facilitate continuous improvement in the provision of education and care services and ensure compliance with the NQF. Parents and carers can complain directly to the NSW Department of Education by :

- Phone – 1800 619 113
- Email – ececd@det.nsw.edu.au
- If there is a risk to the health, safety or wellbeing of child/ren, or if you feel that the National Education and Care Laws and Regulations have been breached. Contact the department on 1800 619 113.

Please also feel free to request a copy of our Dealing with Parent Complaints and Grievances Policy which is available on site at all our services.

Other organisations or agencies you may wish to speak with about your complaint

Australian Human Rights Commission

- Phone: 1300 656 419; and
- Online: www.humanrights.gov.au.

The Anti-Discrimination Board of NSW (for complaints relating to breaches of the Anti-Discrimination Act 1977:

- Online: www.antidiscrimination.justice.nsw.gov.au;
- Email: complaintsadb@justice.nsw.gov.au; and
- Post: PO Box W213, Parramatta Westfield NSW 2150.

Fair Trading NSW

Participants also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Fair Trading New South Wales (www.fairtrading.nsw.gov.au) provides information and advice about customer disputes under the ACL.

In addition, participants can contact the Australian Securities and Investments Commission (ASIC) if they have concerns regarding consumer protection in relation to finances.

Complaints About the NDIA

Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman. Complaints to the NDIA can be lodged:

- by phone: on 1800 800 110; and
- by email: to feedback@ndis.gov.au

Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:

- by phone: on 1300 362 072; and
- online: at www.ombudsman.gov.au.

Where required, Coast Community Connections staff will assist people making a complaint, or people with disability affected by a complaint, to contact the NDIS Commission or Aged Care Commission or other complaints bodies.

Coast Community Connections staff will also support people making or impacted by a complaint to contact an advocate (if they wish to do so) to support them through the feedback and complaints process.

Complaints will be formally acknowledged within 2 working days. All complaints will be responded to as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, the complainant will be provided with an update, including when a full response can be expected.

All feedback and complaints will be used by Coast Community Connections to continuously improve service delivery.

Monitoring and Review

This *Feedback and Complaints Form*, along with Coast Community Connections *Feedback and Complaints Policy and Procedure* will be formally reviewed at least annually by the Coast Community Connections Board of Directors. Reviews will include participant, staff, and other stakeholder feedback.