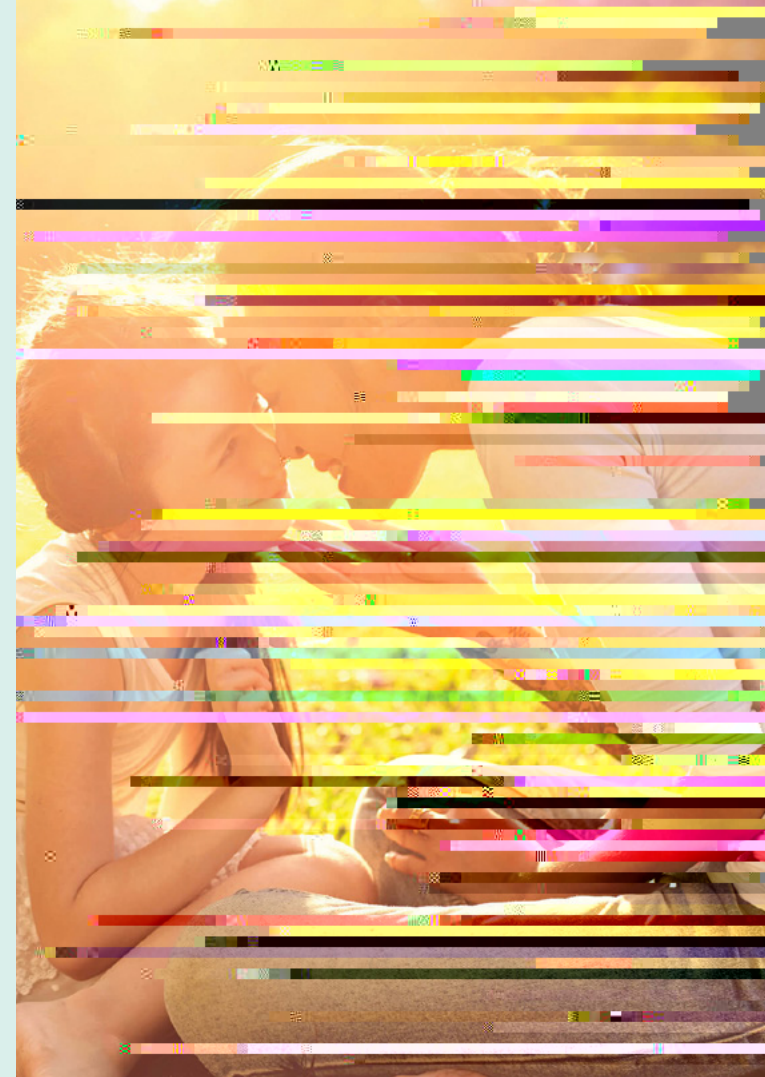




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CatholicCare Sydney  
**PROTECTING  
YOUR RIGHTS**



### Your right to complain

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, over the phone, or in writing. You can make a complaint online. 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 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.

## 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) 9286 1000

TTY:.....(02) 9264 8050 (include TTY)

EMAIL: .....nswombo@ombo.nsw.gov.au

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

### People with Disability Australia

ADDRESS: ..... Level 10, 1 Lawson Square Redfern 2016

PH: .....(02) 9370 3100 TOLL FREE:.....1800 422 015

TTY:.....(02) 9318 2138 TTY TOLL FREE:.....1800 422 016

EMAIL: .....pwd@pwd.org.au

[www.pwd.org.au](http://www.pwd.org.au)

### Anti-Discrimination Board of NSW

ADDRESS: ..... Level 4, 175 Castlereagh Street Sydney 2000

PH: .....