

Feedback & Complaints



Contact us

 02 6361 4093

@ admin@odeep.com.au

 odeep.com.au

Feedback and Complaints

At ODEEP we are interested in what you have to tell us about your experience with us. We would like to receive your feedback, compliments or complaints to develop and improve our services and supports.

Most importantly we need to know when our service is not doing so well so we can improve. Making sure you and your family are safe, happy and well is very important to us. We encourage you to speak up and tell someone if you're not feeling this way. Speaking up is important. There are lots of people you can talk to and lots of ways you can tell us what is

making you unhappy. We will work with you to understand what is not working well and work on ways to fix it.

Your privacy is very important to you and we respect that. Anything you talk to us about will be kept strictly confidential and we will only pass on details of any information you give us with your permission or if we need to by law.

If you would like support to make a complaint or someone to advocate on your behalf you could have your Key Worker, a friend, a family member or contact DIAS, Phone: (02) 6331 2100 or Family Advocacy, Phone: (02) 9869 0866 or 1800 620 588

Ways to provide feedback or make a complaint

- Speak with your key worker or any staff member of your choice.
Call or email our manager Kylie Streatfeild on 02 6361 4093 or kyliestreatfeild@odeep.com.au.
- Complete the complaint or feedback form located in the waiting room.
Use the feedback button on the home page of our website www.odeep.com.au.
- Talk to or write to the Grievance Officer on The ODEEP Board of Management. They can be contacted by leaving a phone message at ODEEP administration or in writing to Grievance Officer. PO BOX 644 ORANGE NSW 2800..

Importantly don't wait too long to let us know you are unhappy. We understand that even if we try to resolve the issue you might feel like we haven't done enough. If you feel this way we would like you to seek help elsewhere as that is your right.

Other organisations that can help you

NDIS Quality and Safeguards Commission
1800 035 544

They also have a complaint contact form – www.ndiscommission.gov.au

NSW Ombudsman
1800 451 524

If you are unhappy with ODEEP Supports
Commonwealth Ombudsman
1300 362 072

If you are unhappy with the NDIA's actions

NSW Fair Trading
13 32 20

If you are unhappy with a product or service you have purchased.

NSW Community Services Commission
Level 3, 128 Chalmers Street
Surry Hills NSW 2010
02 9384 4999 OR 1800 060 409

Disability Discrimination Legal Centre
Shop 99 1-5 Meeks Street
Kingsford NSW 2032
www.disabilitylaw.org.au
1800 800 708

People with a Disability
www.pwd.org.au
1800 422 015