

# Feedback & Complaints



## Contact us



02 6361 4093



admin@odeep.com.au



odeep.com.au

We welcome your feedback or suggestion for improvement. You can do this by talking to or emailing your Key Worker or staff member of your choice, using the purple suggestion box in the waiting room or participating in focus groups and completing surveys.

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.

*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 CEO Kylie Streatfeild on 02 6361 4093 or [kyliestreatfeild@odeep.com.au](mailto: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](http://www.odeep.com.au).

*Your complaint will be handled confidentially. If you are not happy with the outcome, please ask to make a time to talk to the ODEEP CEO OR 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 by writing to Grievance Officer. PO BOX 644 ORANGE NSW 2800.*

*Your complaint will be examined within the timeframe of 10 days from your complaint being received for a simple complaint, and one month for a more serious or complex complaint.*

## If you are not satisfied with the way your complaint has been handled or resolved please contact any of the following organisations:

**NDIS Quality and Safeguards Commission**  
1800 035 544

They also have a complaint contact form –  
[www.ndiscommission.gov.au](http://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](http://www.disabilitylaw.org.au)  
1800 800 708

**People with a Disability**  
[www.pwd.org.au](http://www.pwd.org.au)  
1800 422 015