

► How to lodge a complaint with us

In person: to any Intereach employee.

Phone: 1300 488 226

Email: complaints@intereach.com.au

Post: PO Box 501, Deniliquin NSW 2710
(marked confidential)

Online: www.intereach.com.au/contact-us

► Other ways to lodge a complaint

Alternatively, you can give feedback or lodge a complaint about us at any time with external agencies. You might also choose to do this if you are unhappy with the outcome of a complaint you lodge with us.

Commonwealth Ombudsman:

1300 362 072 | www.ombudsman.gov.au

NSW Ombudsman:

1800 451 524 | www.ombo.nsw.gov.au

Victorian Ombudsmen:

1800 806 314 | www.ombudsman.vic.gov.au

Aged Care Complaints Commissioner:

1800 550 552 | www.agedcarecomplaints.gov.au

NSW Community Services Commission:

1800 060 409 | www.complaintline.com.au

VIC Disability Services Commission:

1800 677 342 | www.odsc.vic.gov.au

Human Rights Commission:

1800 620 241 | www.humanrights.gov.au

National Disability Insurance Agency (NDIA):

1800 800 110 | feedback@ndis.gov.au

Offices

Deniliquin

03 5890 5200

Albury

02 6051 7800

Buronga

03 5051 7300

Cootamundra

02 6942 8800

Corowa

02 6044 2800

Finley

03 5890 6200

Griffith

02 6969 7200

Hay

02 6997 2500

Wagga Wagga

02 6932 8300

Bendigo

03 5446 6500

Kyneton

03 5423 3100

Echuca

03 5480 8400

Maryborough

03 5461 6300

Need assistance to talk to us?

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

TTY users

Phone 133 677 then ask for 1300 488 226

Speak and Listen users

Phone 1300 555 727 then ask for 1300 488 226

SMS relay users

SMS 0423 677 767

Need an interpreter?

Phone 131 450

Phone 1300 488 226

www.intereach.com.au

intereach@intereach.com.au  



Rights, privacy and complaints

▶ Your rights and responsibilities

We recognise that all people are free and equal in dignity and rights and commit to working within a human rights framework. We ensure that people we work with:

- are treated with respect;
- do not encounter discrimination based on any real or perceived differences;
- experience a safe and secure environment;
- have their privacy maintained;
- are provided with clear and accessible information about services;
- are encouraged to contribute to decision-making around services and issues that affect them; and
- are able to be represented by an advocate if needed.

We ask those who work with Intereach to:

- be respectful;
- act safely;
- maintain privacy and confidentiality in group settings; and
- give us feedback about our services.

You can download our Human Rights Policy from www.intereach.com.au or request a copy.

▶ Your privacy

We are committed to maintaining your right to privacy by upholding the Australian Privacy Principles. We will:

- only collect personal information with your prior knowledge and consent and for the purpose of providing service;
- protect personal information from misuse, loss, unauthorised access, modification or disclosure; and
- share personal information with third parties only with consent and as authorised or in compliance with regulation or legislation.

Please note that we are legally and ethically obliged to report to the relevant authorities any concerns we have when a child's wellbeing or safety is at risk, if someone is about to harm themselves or another person, or if a crime is about to be committed.

Please contact us if you would like to access your personal information, you would like to know more about how we handle your personal information or if you feel your privacy has not been maintained.

You can download our Privacy Policy from www.intereach.com.au or request a copy.

▶ Feedback and complaints

We encourage feedback and complaints and understand they are an important part of the continuous improvement of our services. We commit to handling any concerns raised fairly and in an objective and unbiased way.

You can give us feedback or make a complaint in any manner that suits you, for example, in person, by phone, email or letter or through the complaint form on our website.

We will:

- promptly acknowledge receipt of a complaint;
- try to resolve any complaints as quickly as possible;
- keep you informed of any progress;
- maintain strict confidentiality;
- accept anonymous complaints;
- support you to be represented by an advocate; and
- support you to refer your complaint to an external agency, including if you are unhappy with the outcome.

Please note that we have an obligation to notify regulatory authorities and some government agencies about complaints we receive and will do this in accordance with our Privacy Policy.

You can download our Complaint Handling Policy from www.intereach.com.au or request a copy.

