

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.

Aged Care Quality and Safety Commission:
1800 951 822

Human Rights Commission:
www.humanrights.gov.au/complaints

NSW Ombudsman:
1800 451 524

Victorian Ombudsman:
1800 806 314

Department of Social Services Feedback and Coordination Team:
1800 634 035

Commonwealth Ombudsman:
1300 362 072

Complaints Resolution and Referral Service (CRRS)
for services funded under the Commonwealth Disability Services Act:
1800 880 052

National Disability Insurance Agency (NDIA):
1800 800 110 |
www.ndis.gov.au/contact/feedback-and-complaints

NDIS Quality and Safeguard Commission:
www.ndiscommission.gov.au/about/complaints

About Intereach

Intereach is a not-for-profit community services organisation providing information, services and support to children and families, people with disability, mental health and older people across the Riverina-Murray region of NSW, central and northern Victoria and the Mallee.

Contact Us

P: 1300 488 226

E: complaints@intereach.com.au

W: www.intereach.com.au

For more information about other Intereach services, please scan code below with your smartphone camera:



Rights, privacy and complaints

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

Voice Relay

Phone 1300 555 727 then ask for 1300 488 226

SMS relay users

SMS 0423 677 767

Need an interpreter?

Phone 131 450 then ask for 1300 488 226

P: 1300 488 226

W: www.intereach.com.au

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 purposes 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 obligated 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 policy

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 your 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 we have an obligation to notify regulatory authorities and some government agencies about complaints we receive, and will do so in accordance with our Privacy Policy.

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