



Person making the complaint (Complainant)	
First Name:	Surname:
Who is this complaint about? (Select one)	
Self	
On behalf of someone else – State relationship below e.g. advocate, family, service provider.	
Preferred method of contact (You may select more than one)	
Home Phone:	Work Phone:
Mobile Phone:	Other:
Postal address:	
Email address:	
If you have any special communication needs (e.g. interpreter) please provide details below.	
What is your complaint about?	
Provide details of your complaint below. If your complaint is about a service please provide the name and address or at least the suburb. (Attach another page if necessary)	
What would you like us to do about your complaint?	
Have you already raised this complaint with a FACS officer? (Select one)	
Yes – Please provide details of their name, role (if known) and when below.	
No	

A complaint can be received by:

- Phone: (02) 9377 6000
- Email: servicembx@facs.nsw.gov.au
- Online: Online complaint form on the ADHC Internet > Home > Contact us > Make a comment, enquiry, complaint or compliment at www.adhc.nsw.gov.au
- Postal address: Locked Bag 10, Strawberry Hills NSW 2012

Our Policy

The NSW Department of Family and Community Services (FACS) is committed to providing services which enable people to achieve outcomes that reflect their needs, strengths and goals.

The *FACS Community Complaints Policy for Ageing and Disability Direct Services (Revised December 2015)* and the *FACS Community Complaints Guidelines for Ageing and Disability Direct Services (Revised December 2015)* are available to ensure that complaints received by FACS are:

- treated in a fair and just manner and
- managed and finalised with an outcome in line with legislation, other FACS policies and service commitments.

Our Commitment

We are committed to:

- ensuring that people with disability and older people have choice and control over their lives and are valued and active members of the community and
- working closely with families and carers to assist them with their caring and support role.

To demonstrate our commitment, we have the FACS Service Charter which provides an overview of the:

- standard of service you can expect from us
- how you can help us to deliver the best service to you and
- what you can do if our services do not meet your expectations.

We are required to comply with both NSW and national disability legislation and our FACS Service Charter also complies with the Carers Charter.

A complaint should usually take a maximum 20 working days, although more complex cases might take longer. We will contact you if an investigation takes longer than expected.

Complaint Types

A complaint is an expression of dissatisfaction made to FACS from a member of the community and can be in relation to:

- Service access – Access to Existing Services or Lack of Services
- Service delivery – About Ageing and Disability Direct Service
- Policy – Content relating to FACS operated services and sector/industry initiatives
- Privacy – Handling of personal information and privacy
- Staff – Inappropriate attitude or behaviour, Code of Ethical Conduct breaches.

Further information

For further information or suggested improvements to this document, please contact the Strategic Change Directorate via email at ADHC.AllocationsOCE@facs.nsw.gov.au.

Your Privacy

All efforts are taken to ensure your identity is protected. Therefore, complaints are handled in a manner that protects your privacy and shared on a needs basis. Consent must be obtained to provide information to a third party or to proceed with an enquiry into a complaint. However, there are some instances where FACS is required to report complaints to a third party without the complainant's consent.

These include complaints with allegations of:

- Criminal behaviour – in which case FACS must report this to the Police.
- Abuse against a child – in which case FACS must report this to the Police and Community Services, and in some instances the NSW Ombudsman.
- Other reportable behaviour as defined by the Independent Commission Against Corruption Act (ICAC Act) – in which case FACS must report this to the ICAC.

What can I do if I am not happy with the outcome of the complaint?

If you are dissatisfied with the outcome provided by FACS or if the complaint is related to a funded provider and you are dissatisfied with the service provider's response, you can make a complaint to:

- **Anti-Discrimination Board of NSW (ADB):** Promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). Further information can be found at www.antidiscrimination.justice.nsw.gov.au or by calling 02 9268 5544 or 1800 670 812 (for regional NSW only).
- **Guardianship Division within NSW Civil and Administrative Tribunal (NCAT):** The Division conducts hearings to determine applications about adults with a decision making disability who are incapable of making their own decisions and who may require a legally appointed substitute decision maker. Further information can be found at www.ncat.nsw.gov.au or by calling 1300 006 228.
- **Health Care Complaints Commission (HCCC):** The Health Care Complaints Commission receives and deals with complaints about individual health practitioners, such as doctors, optometrists and acupuncturists, and health service organisations, such as hospitals in NSW. Further information can be found at www.hccc.nsw.gov.au or by calling 1800 043 159.
- **Independent Commission Against Corruption (ICAC):** Accepts complaints about serious misconduct and allegations against public servants. Further information can be found at www.icac.nsw.gov.au or by calling 02 8281 5999.
- **National Disability Abuse and Neglect Hotline:** For reporting abuse and neglect of people with disabilities using government funded services. Further information can be found at www.disabilityhotline.net.au or by calling 1800 880 052.
- **NSW Ombudsman:** About the conduct of a community service provider or an employee of such a service. Further information can be found at www.ombo.nsw.gov.au or by calling 1800 451 524 (toll free) or 02 9286 1000 (Sydney).
- **Office of the Australian Information Commissioner (OAIC):** Investigates privacy complaints about agencies covered by the [Privacy Act 1988](http://www.oaic.gov.au) (Privacy Act) or the handling of your personal information. Further information can be found at www.oaic.gov.au or by calling 1300 363 992.