Appendix S – Key Contacts for Feedback



The Department of Communities and Justice are exploring strategies to address concerns with the implementation and use of Protocol for Homeless People in Public Places (Protocol).

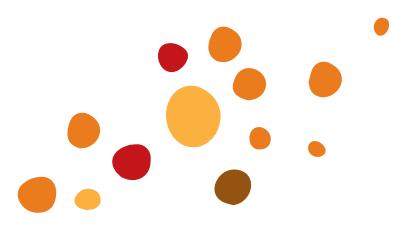
In the interim, departments, agencies, organisations and businesses are responsible for monitoring the implementation of the Protocol within their entity. Any feedback or complaints regarding a specific entity's implementation of the Protocol should be directed to the department, agency, organisation or business directly, in the first instance. The table below provides the general feedback and complaints processes for each signatory.

General feedback can be provided to the Homelessness Strategy team within the Department of Communities and Justice (DCJ) at <u>Homelessness.Strategy@dcj.nsw.gov.au</u>

Name of Department	Contact Details
NSW Fair Trading	Online Form: <u>General Complaint</u>
	• Phone: 13 32 20
	In writing: PO Box 972 Parramatta NSW 2124
	Other complaint forms: Mail forms - <u>General Complaints Form</u>
Aboriginal Affairs NSW	Online Form: Office Contacts
Department of Communities and Justice	Online Form: Feedback Widget
	Email: <u>complaints@facs.nsw.gov.au</u>
	 Phone: 1800 000 164 (Child protection complaints) and 1800 422 322 (Social housing complaints)
	In Writing: Client Feedback Unit, Locked Bag 7150, Liverpool BC 1871 (Social Housing complaints)Reply Paid 63437, Complaints Unit Locked Bag 4028, Ashfield NSW 2131

Name of Department	Contact Details
Department of Customer Service (Service NSW)	Online Form: Online feedback form
	Email: info@service.nsw.gov.au
	• Phone: 13 77 88
	In Writing: Customer Resolution Coordinator GPO Box 7057 Sydney NSW 2001
	Other complaint forms: Complaint for with Anti-Discrimination NSW Complaint about a NSW Government Agency
Department of Education	Online Form: <u>Feedback and Complaints</u>
	Email: education@yourfeedback.nsw.gov.au
	• Phone: 1300 679 332
	In Writing: GPO Box 33 Sydney NSW 2001
NSW Department of Enterprise Investment and Trade	Email: <u>communications@enterprise.nsw.gov.au</u>
Department of Planning	Online Form: Feedback Widget
and Environment	Email: <u>DPIE@yourfeedback.nsw.gov.au</u>
	• Phone: (02) 9338 6600
	In Writing: Customer Resolution Coordinator GPO Box 7057 Sydney NSW 2001
Department of Premier and Cabinet (DPC)	Online Form: Department of Premier and Cabinet Complaints Form
	• In writing: GPO Box 5341 Sydney NSW 2001
Multicultural NSW	Email: contact@multicultural.nsw.gov.au
	• Phone: (02) 8255 6767
	In writing: PO Box 618 Parramatta NSW 2124
NSW Fire and Rescue	Online form: <u>NSW Fire and Rescue Complaint</u> or <u>Feedback</u>
	• Phone: Call the NSW RFS on 1800 NSW RFS (1800 679 737)
	• In writing: Locked Mail Bag 12 Greenacre NSW 2190

Name of Department	Contact Details
NSW Health (Health Care Complaints Commission)	Online Form: <u>Health Care Complaints Form</u>
	Email: <u>hccc@hccc.nsw.gov.au</u>
	• Phone: (02) 9219 7444
	 In writing: Locked Mail Bag 18 Strawberry Hills NSW 2012
NSW Police Force	Online form: Lodge a Complaint
	Email: customerassistance@police.nsw.gov.au
	Phone: 1800 622 571
	In writing: P.O. Box 3427 Tuggerah NSW 2259
Transport NSW	Online Form: general feedback
	• Phone: 131 500
	In Writing: PO Box K659 Haymarket NSW 1240
	• Other Complaints Forms/Processes: metro light rail trains on demand buses regional trains and coaches ferries point to point



6 Parramatta Square 10 Darcy Street Parramatta, NSW 2150

Locked Bag 5000 Parramatta, NSW 2124

E: <u>Homelessness.Strategy@dcj.nsw.gov.au</u> W: <u>dcjnsw.info/engagewell</u>

