

# 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 [Homelessness.Strategy@dcj.nsw.gov.au](mailto:Homelessness.Strategy@dcj.nsw.gov.au)

Name of Department	Contact Details
NSW Fair Trading	<ul style="list-style-type: none"> <li>• <b>Online Form:</b> <a href="#">General Complaint</a></li> <li>• <b>Phone:</b> 13 32 20</li> <li>• <b>In writing:</b> PO Box 972 Parramatta NSW 2124</li> <li>• <b>Other complaint forms:</b> Mail forms - <a href="#">General Complaints Form</a></li> </ul>
Aboriginal Affairs NSW	<ul style="list-style-type: none"> <li>• <b>Online Form:</b> <a href="#">Office Contacts</a></li> </ul>
Department of Communities and Justice	<ul style="list-style-type: none"> <li>• <b>Online Form:</b> <a href="#">Feedback Widget</a></li> <li>• <b>Email:</b> <a href="mailto:complaints@fac.s.nsw.gov.au">complaints@fac.s.nsw.gov.au</a></li> <li>• <b>Phone:</b> 1800 000 164 (Child protection complaints) and 1800 422 322 (Social housing complaints)</li> <li>• <b>In Writing:</b> Client Feedback Unit, Locked Bag 7150, Liverpool BC 1871 (Social Housing complaints)</li> </ul> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <p>Reply Paid 63437, Complaints Unit Locked Bag 4028, Ashfield NSW 2131 (Child protection related complaints)</p> </div> </div>

Name of Department	Contact Details
Department of Customer Service (Service NSW)	<ul style="list-style-type: none"> <li>• <b>Online Form:</b> <a href="#">Online feedback form</a></li> <li>• <b>Email:</b> <a href="mailto:info@service.nsw.gov.au">info@service.nsw.gov.au</a></li> <li>• <b>Phone:</b> 13 77 88</li> <li>• <b>In Writing:</b> Customer Resolution Coordinator GPO Box 7057 Sydney NSW 2001</li> <li>• <b>Other complaint forms:</b> <a href="#">Complaint for with Anti-Discrimination NSW</a> <a href="#">Complaint about a NSW Government Agency</a></li> </ul>
Department of Education	<ul style="list-style-type: none"> <li>• <b>Online Form:</b> <a href="#">Feedback and Complaints</a></li> <li>• <b>Email:</b> <a href="mailto:education@yourfeedback.nsw.gov.au">education@yourfeedback.nsw.gov.au</a></li> <li>• <b>Phone:</b> 1300 679 332</li> <li>• <b>In Writing:</b> GPO Box 33 Sydney NSW 2001</li> </ul>
NSW Department of Enterprise Investment and Trade	<ul style="list-style-type: none"> <li>• <b>Email:</b> <a href="mailto:communications@enterprise.nsw.gov.au">communications@enterprise.nsw.gov.au</a></li> </ul>
Department of Planning and Environment	<ul style="list-style-type: none"> <li>• <b>Online Form:</b> <a href="#">Feedback Widget</a></li> <li>• <b>Email:</b> <a href="mailto:DPIE@yourfeedback.nsw.gov.au">DPIE@yourfeedback.nsw.gov.au</a></li> <li>• <b>Phone:</b> (02) 9338 6600</li> <li>• <b>In Writing:</b> Customer Resolution Coordinator GPO Box 7057 Sydney NSW 2001</li> </ul>
Department of Premier and Cabinet (DPC)	<ul style="list-style-type: none"> <li>• <b>Online Form:</b> <a href="#">Department of Premier and Cabinet Complaints Form</a></li> <li>• <b>In writing:</b> GPO Box 5341 Sydney NSW 2001</li> </ul>
Multicultural NSW	<ul style="list-style-type: none"> <li>• <b>Email:</b> <a href="mailto:contact@multicultural.nsw.gov.au">contact@multicultural.nsw.gov.au</a></li> <li>• <b>Phone:</b> (02) 8255 6767</li> <li>• <b>In writing:</b> PO Box 618 Parramatta NSW 2124</li> </ul>
NSW Fire and Rescue	<ul style="list-style-type: none"> <li>• <b>Online form:</b> <a href="#">NSW Fire and Rescue Complaint</a> or <a href="#">Feedback</a></li> <li>• <b>Phone:</b> Call the NSW RFS on 1800 NSW RFS (1800 679 737)</li> <li>• <b>In writing:</b> Locked Mail Bag 12 Greenacre NSW 2190</li> </ul>

Name of Department	Contact Details								
NSW Health (Health Care Complaints Commission)	<ul style="list-style-type: none"> <li>• <b>Online Form:</b> <a href="#">Health Care Complaints Form</a></li> <li>• <b>Email:</b> <a href="mailto:hccc@hccc.nsw.gov.au">hccc@hccc.nsw.gov.au</a></li> <li>• <b>Phone:</b> (02) 9219 7444</li> <li>• <b>In writing:</b> Locked Mail Bag 18 Strawberry Hills NSW 2012</li> </ul>								
NSW Police Force	<ul style="list-style-type: none"> <li>• <b>Online form:</b> <a href="#">Lodge a Complaint</a></li> <li>• <b>Email:</b> <a href="mailto:customerassistance@police.nsw.gov.au">customerassistance@police.nsw.gov.au</a></li> <li>• <b>Phone:</b> 1800 622 571</li> <li>• <b>In writing:</b> P.O. Box 3427 Tuggerah NSW 2259</li> </ul>								
Transport NSW	<ul style="list-style-type: none"> <li>• <b>Online Form:</b> <a href="#">general feedback</a></li> <li>• <b>Phone:</b> 131 500</li> <li>• <b>In Writing:</b> PO Box K659 Haymarket NSW 1240</li> <li>• <b>Other Complaints Forms/Processes:</b>  <table style="display: inline-table; vertical-align: top; margin-right: 20px;"> <tr><td><a href="#">metro</a></td></tr> <tr><td><a href="#">trains</a></td></tr> <tr><td><a href="#">buses</a></td></tr> <tr><td><a href="#">ferries</a></td></tr> </table> <table style="display: inline-table; vertical-align: top;"> <tr><td><a href="#">light rail</a></td></tr> <tr><td><a href="#">on demand</a></td></tr> <tr><td><a href="#">regional trains and coaches</a></td></tr> <tr><td><a href="#">point to point</a></td></tr> </table> </li> </ul>	<a href="#">metro</a>	<a href="#">trains</a>	<a href="#">buses</a>	<a href="#">ferries</a>	<a href="#">light rail</a>	<a href="#">on demand</a>	<a href="#">regional trains and coaches</a>	<a href="#">point to point</a>
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6 Parramatta Square  
10 Darcy Street  
Parramatta, NSW 2150

Locked Bag 5000  
Parramatta, NSW 2124

E: [Homelessness.Strategy@dcj.nsw.gov.au](mailto:Homelessness.Strategy@dcj.nsw.gov.au)  
W: [dcj.nsw.info/engagewell](http://dcj.nsw.info/engagewell)

