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**COMPLAINTS, FEEDBACK AND MORE SUPPORT**

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When you see the words ‘we’ or ‘us’, it



means Quality Health Care (QHC).

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We have written this document in an easy-to-read way. We use pictures to explain some ideas.

This Easy Read document is a summary of other QHC documents. It reflects some of the policies that we have in place and NDIS Practice Standards that we follow.

You can ask for help to read this document. A friend, family member or support person may be able to help you.

**WHAT DO YOU DO IF YOU HAVE A COMPLAINT OR FEEDBACK?**

Graphical user interface, Teams

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You can tell us about your complaint or feedback.   
You can do this by:

Email: [Office@qualityhealthcare.com.au](mailto:Office@qualityhealthcare.com.au)

Phone: 02 959 8600

Or in person by talking to a manager or a staff member

If you would like further help, outside Quality Health Care we have created this document to help you.

**WHY WE HAVE THIS DOCUMENT?**

**WHERE DO YOU GO FOR MORE SUPPORT?**

This document is about contact options for further support, to make complaints or to leave feedback.

It is our policy that we represent our clients with contacts that may be useful to them.

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A person wearing headphones

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A picture containing computer, person, computer, indoor

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There are agencies and groups who can help

If you are deaf or have trouble speaking you can ring the National Relay Service on 133 677

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You can call **1800 800 708** or  
 TTY **1800 644 419**

**Australian Centre for Disability Law (ACDL)**Icon

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You can visit their website at [**www.disabilitylaw.org.au**](http://www.disabilitylaw.org.au)

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**National Association of Community Legal Centres (CLC)**  
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You can call **02 9264 9595**

You can visit their website at   
[**www.naclc.org.au**](http://www.naclc.org.au)

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**Trpile Zero Service for** emergencies only  
You can call **000**   
or **text 106** if you are deaf   
  
You can visit their website at   
[**www.triplezero.gov.au**](http://www.triplezero.gov.au)

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**National Sexual Assault, Domestic Family Violence Counselling Service**



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You can ring **1800 737 732**

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You can visit their website   
[**www.1800respect.org.au**](http://www.1800respect.org.au)

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**Aboriginal Legal Rights Service – ALS**You can call **1800 733 233**You can visit their website at  
[**www.alsnswact.org.au**](http://www.alsnswact.org.au)

**Relationships Australia**You can call **1300 364 277**  
  
  
You can visit their website at   
[**www.relationships.org.au**](http://www.relationships.org.au)

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**New South WalesCivil and Administrative Tribunal (NCAT)**You can call **1300 006 228**You can visit their website at[**www.ncat.nsw.gov.au**](http://www.ncat.nsw.gov.au)

You can visit their website at   
[**www.lawaccess.nsw.gov.au**](http://www.lawaccess.nsw.gov.au)

**Law Access NSW**   
If you need Legal help   
You can call 1300 888 529

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**NSW Rape Crisis**  
You can call **1800 424 017**

You can visit their website at   
[**www.rape-dvservices.org.au**](http://www.rape-dvservices.org.au)

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**NSW Trustee and Guardian**You can call **1300 364 103**or TTY **1800 882 889**You can visit their website at[**www.tag.nsw.gov.au**](http://www.tag.nsw.gov.au)

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