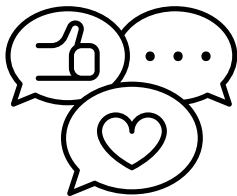




ecm

EDUCATIONAL CASE MANAGEMENT  
CLINICAL ALLIED HEALTH SERVICES

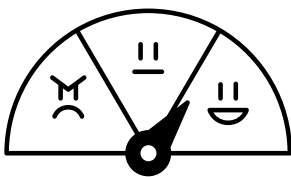
# Feedback, Compliments and Complaints



ECM clients are encouraged to share their positive and negative thoughts about our service.



Feedback allows ECM to ensure we are providing the best service to our clients.



Feedback includes good things about our service, bad things about our service, and how our service could be changed.



All feedback will be treated respectfully and clients will not be mistreated for providing feedback.

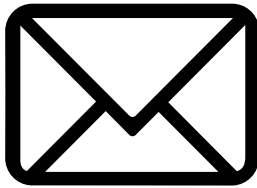


All feedback will be dealt with according to the Privacy Act 1998.

# How to Give Feedback



You can provide feedback anonymously. But if you would like to make a direct change to your service, it may be helpful if we know who you are.



You can anonymously provide feedback by mail:  
Attention Practice Manager, Educational Case Management Pty Ltd Unit 3, 56 Hudson Street, Hamilton. 2303



You can anonymously provide feedback by phone:  
(02) 49608060. Talk to Clinician / Administration



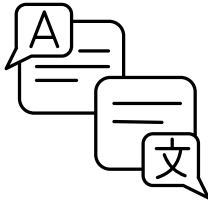
You can provide feedback in person, at any of our 4 clinics.



You can make a complaint by requesting a complaint form from Administration or download from website:  
[www.ecmonhudson.com](http://www.ecmonhudson.com)



You can provide feedback by emailing administration: [info@ecmonhudson.com](mailto:info@ecmonhudson.com)

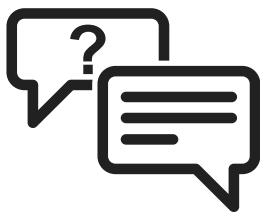


If you need help speaking English, you can call 131 450 for Translating and Interpreting Service National.

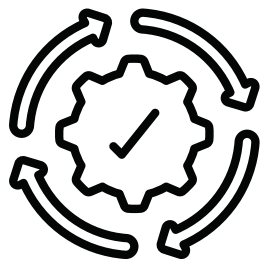
## What Happens Once You Have Provided Feedback



Once feedback has been given, ECM has a formal procedure to ensure your feedback is heard.



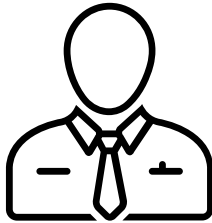
When we have received feedback, ECM will respond within 7 days.



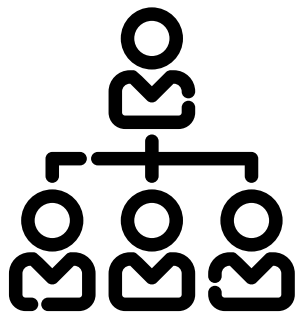
ECM will resolve the issue within 30 days.



ECM will record all Feedback, Compliments and Complaints for future viewing.



If we cannot resolve your complaint, it will be referred to the Practice Manager



If you are unhappy with how your complaint was handled, you can choose external options. These include mediation and arbitration, the Commonwealth Ombudsman, Australian Psychological Society or Australian Health Practitioner Regulation Agency (AHPRA)



We advise you use internal complaint methods before using external methods. But it is your decision. External methods have their own timeframes which may take longer.

# Alternative Complaint Options



Family Advocacy Phone: (02) 9869 0866  
Fax: (02) 9869 0722 Toll free: 1800 620 588  
(nonmetropolitan NSW callers only) Email:  
[communications@familyadvocacy.com](mailto:communications@familyadvocacy.com)  
[www.familyadvocacy.com](http://www.familyadvocacy.com)



NSW Police (for violence or threats of violence) The Police Assistance Line (131444) operates 24hrs a day, 7 days a week



**NSW Trustee  
& Guardian**

Office of the Public Guardian Phone (02) 8688 2650 Toll free: 1800 451 510 TTY: 1800 882 889 Email: [informationsupport@opg.nsw.gov.au](mailto:informationsupport@opg.nsw.gov.au), [www.publicguardian.justice.nsw.gov.au](http://www.publicguardian.justice.nsw.gov.au)



Anti-Discrimination Board  
[complaintsadb@agd.nsw.gov.au](mailto:complaintsadb@agd.nsw.gov.au) Newcastle office Suite 5, Level 5, 400 Hunter Street, Newcastle NSW 2300 PO Box 1077, Newcastle NSW 2300 Phone (02) 4903 5300 Fax (02) 4903 5376 TTY (02) 4903 5389 The Newcastle office is wheelchair accessible. The nearest accessible parking spaces are on Hunter Street.



Legal Aid NSW Toll free: 1300 888 529  
[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)



Australian Government  
Office of the Australian Information Commissioner

Office of the Australian Information Commissioner (for Privacy related concerns) Phone: 1300 363 992 Email: enquiries@oaic.gov.au Fax: +61 2 9284 9666 Post: GPO Box 5218, Sydney NSW 2001



National Disability Insurance Scheme  
Phone: 1800 800 110 [www.ndis.gov.au](http://www.ndis.gov.au)



Australian Government  
Department of Social Services

Department of Social Services  
[www.dss.gov.au/...carers/...services/...services/complaintsandreferral](http://www.dss.gov.au/...carers/...services/...services/complaintsandreferral)



Australian Government

Complaints Resolution & Referral Service  
Phone: 1800 880 052 [www.crrs.net.au](http://www.crrs.net.au)



Family &  
Community Services  
Ageing, Disability & Home Care

Department of Ageing, Disability & Home Care  
Phone: (02) 9377 6000 (Central Office) TTY: (02) 9377 6167 Email: [servicembx@fac.nsw.gov.au](mailto:servicembx@fac.nsw.gov.au)  
[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)



NSW Ombudsman Phone: (02) 9286 1000  
Toll free: 1800 451 524 TTY: (02) 9624 8050 Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)  
[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)