



**MacKillop  
Family  
Services**

# **Feedback and Complaints**



# Your voice within MacKillop

MacKillop Family Services wants to hear your feedback about our services and how they could run better.

If you are unhappy and would like to make a complaint, we want to hear that too, and you can do it at any time by making a phone call, writing an email or sending a letter – whatever works for you.

If you are not sure how to raise the issues you are concerned about, or would like to speak to someone who is not part of the program working with you, please contact MacKillop's Complaints Officer on **(03) 9699 9177** or alternatively you can email **[complaints@mackillop.org.au](mailto:complaints@mackillop.org.au)**

# Ways you can provide feedback or make a complaint

I have a complaint that I want to make.

## Step 1:

Tell a staff member (It can be any staff member - one that I trust)

## Step 2:

If that doesn't help, speak to a manager.

## Step 3:

And if that doesn't help, speak to the complaints officer



03 9699 9166



complaints@mackillop.org.au



mackillop.org.au/feedback-and-complaints



You can also make your complaint externally.

(See back cover for details)

## What can you expect

1. To have your feedback or complaint acknowledged and responded to within 2 working days.
2. To have a say, and to be listened to; To be believed.
3. To be treated with dignity and respect at all times.
4. To access a support person if you need to.
5. To have your privacy respected and personal information kept safe and secure.
6. To continue to receive services in a safe environment.





To give MacKillop feedback or make a complaint, fill in this form and hand it to any staff member. You can also contact MacKillop's Complaints Officer directly on **(03) 9699 9177** or via the web at **[mackillop.org.au/feedback-and-complaints](https://mackillop.org.au/feedback-and-complaints)**.

**My feedback or complaint is:**

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**Please suggest how your feedback or complaint should be addressed:**

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**Optional information**

**(you don't have to fill this in to have your feedback or complaint acted upon):**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

State you're from: \_\_\_\_\_ Date: \_\_\_\_\_



# Contact MacKillop Family Services

## Victoria

Registered Office

237 Cecil Street  
South Melbourne VIC 3205  
(03) 9699 9177

ABN 79 078 299 288

## New South Wales

Level 1, 38 Prince Street,  
Blacktown NSW 2148  
(02) 8881 4800

## Western Australia

147 Colin Street,  
West Perth WA 6005  
(08) 6477 1000

## Who to contact outside MacKillop

If you have tried to have your say within MacKillop, but still feel that you want to talk to someone outside MacKillop about your concerns, you can contact one of the numbers below.

### NDIS Commission

1800 035 544  
[ndiscommission.gov.au](http://ndiscommission.gov.au)

### Victoria

#### The Commissioner for Children and Young people

(03) 8601 5884 or 1300 78 29 78  
[www.ccyp.vic.gov.au](http://www.ccyp.vic.gov.au)  
[childsaf@ccyp.vic.gov.au](mailto:childsaf@ccyp.vic.gov.au)

#### Department of Health and Human Complaints, Integrity and Privacy Unit

(03) 1300 884 706  
[complaints.reception@dhhs.vic.gov.au](mailto:complaints.reception@dhhs.vic.gov.au)

#### The Disability Services Commissioner

1800 677 342 or  
TTY 1300 726 563  
[odsc.vic.gov.au](http://odsc.vic.gov.au)

### New South Wales

The Ombudsman  
(02) 9286 1000 or 1800 451 524  
[ombo.nsw.gov.au](http://ombo.nsw.gov.au)

### Western Australia

#### Advocate for Children in Care

Judy Garsed, Advocate for Children in Care  
1800 460 696 (free call),  
0429 086 508 (mobile)  
or (08) 9222 2518  
[judith.garsed@dcp.wa.gov.au](mailto:judith.garsed@dcp.wa.gov.au)



MacKillop Family Services acknowledges the Traditional Custodians and their Elders in each of the Communities where we work.



[mackillop.org.au](http://mackillop.org.au)