

The Neighbourhood Centre is committed to providing high quality care and services and meeting your needs.

We value your feedback - including complaints.

We view complaints as an opportunity to improve our services.

We appreciate you taking time to let us know what you think we do well and where we can improve our services.

**We want to hear from you about how we're doing.**

**Let's talk.**

Need an interpreter?

Call the Translating and Interpreting Service (TIS) on  
131 450



## The Neighbourhood Centre

### Bathurst

96 Russell Street

Ph: 02 6332 4866

binc@binc.org.au

Open Monday to Friday - 9am to 4.30pm

ABN 73 997 917 961

[www.binc.org.au](http://www.binc.org.au)



[www.facebook.com/  
TheNeighbourhoodCentre](http://www.facebook.com/TheNeighbourhoodCentre)



[www.instagram.com/  
TheNeighbourhoodCentre2795](http://www.instagram.com/TheNeighbourhoodCentre2795)

Funding is provided by:



Communities  
& Justice



Australian Government  
Department of Social Services



Australian Government  
Department of Health

*We acknowledge the Wirajduri people, the traditional custodians, and recognize their continuing connections to the land, water and community. We commit to working with all Aboriginal and Torres Strait Islander peoples and cultures, to help strengthen our communities and support social and emotional wellbeing.*



## Compliments and Complaints Information



## Help us improve our service

*Are we meeting your needs?*

**Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.**

**Let's talk**

Please discuss any concerns or questions you have about the quality of care provided by our service.

We take all feedback seriously and want to understand how we can best deliver services to you.

You are welcome to speak to our staff if you have any issues you wish to raise.

We also welcome feedback via email and phone. You can also use the *Compliments and Complaints Form* available from [www.binc.org.au](http://www.binc.org.au)



**What to expect**

If you have a complaint, we will respond to it promptly and sensitively. We will treat your complaint in confidence and respect your privacy.

You can help us by providing as much relevant information as possible.

We aim to address your concerns as quickly as possible. Where appropriate, we will investigate your complaint to understand what happened and why and to find ways to prevent it from happening again.

We will keep you informed about the progress of your complaint along the way.

**What we will do**

We will work with you to assess how best to resolve your complaint and will let you know the result. Please consider the outcome you would like and we will strive to provide it.

**Improving our service**

Issues raised by compliments and complaints are discussed at staff meetings. We work together to find ways to improve our service.

**External complaint mechanisms**

If you are dissatisfied after raising your concern with us, assistance is available.

**OPAN (Older Persons Advocacy Network):**  
1800 700 600

**Aged Care Quality and Safeguards Commission:**  
1800 951 822

**Commonwealth Ombudsman:** 1300 362 172

**Seniors Rights Service (TARS):**  
1800 424 079

**Younger people with a disability contact:**

**NDIS Commission:** 1800 035 544

**Ombudsman NSW:**

1800 451 524  
Tel. typewriter (TTY): 02 9264 8050  
Facsimile: 02 9283 2911  
Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)  
Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**Disability Advocacy**

Bathurst 6332 2100  
1300 365 085  
[centralwest@da.org.au](mailto:centralwest@da.org.au)  
[www.da.org.au](http://www.da.org.au)

**Telephone Interpreter Service**

(TIS): 131 450