



Nominating an Advocate

You may like to nominate someone to act on your behalf, this is known as an advocate. An advocate is a person who, with your authority, represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and us.

Advocacy Services

There are specialist services who can assist you to make a complaint or raise a concern. These include:

Seniors Rights Service
1800 424 079

Aged Care Quality & Safety Commission
1800 550 552

Disability Advocacy NSW
1300 365 085

Newell Advocacy
02 6792 3195

People with Disability Australia (PWDA) 1800
422 015

NSW Ombudsman
1800 451 524

More Information

We have a number of different brochures about advocacy services and complaints schemes., available in the brochure display at Reception. If you need assistance, please ask. Complaints brochures are displayed at Reception. Information on how to raise a concern or make a complaint is included in the Client Handbook, as well as a full listing of advocacy services and complaints investigation schemes.

Please Let Us Know

Please let us know if something has gone wrong, or you are not happy with a service or support you have received from us. We aim to provide quality services and supports and your feedback and comments helps us improve services and supports for you and for others. If we don't know, we can't fix it!

Contact Us

T: 02 6795 4265

E: info@namoicare.org.au

Complaints & Concerns



Do you have a concern or a complaint?

Namoi Care Connect is committed to ensuring that any person or organisation using our services or affected by its operations has the right to lodge a complaint or to appeal a decision of the organisation and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

As a client of our service, you are entitled to make a complaint and have it dealt with fairly and objectively, with no impact on the support we provide to you.

We encourage all clients to raise concerns or make a complaint, to enable us to improve the quality of our support to you.

Raising a Concern

If you have a concern about any aspect of our service or support, you can speak to a member of staff or the Executive Officer at any time. Or you may like to complete the I Have a Concern form, which can be completed anonymously.

Making a Complaint

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time
- any other staff member
- the Executive Officer
- The Board of Management

If the complaint is about:

- a staff member, the complaint will normally be dealt with by their supervisor
- a supervisor, the complaint will normally be dealt with by the Executive Officer
- the Executive Officer, the complaint will normally be dealt with by the Board of Management

Written complaints may be sent to:

Namoi Care Connect
PO Box 446
Wee Waa NSW 2388



Nominating a Key Contact

You may nominate a staff person to act as the key contact regarding your complaint.

The staff person you nominate will then liaise between you and the staff/Board of Management representative who has been nominated to address your complaint.

When will you receive an answer?

We aim to address all complaints within 15 business days. This gives us the time needed to properly investigate what has gone wrong and how we can best address the matter.

You will be informed during the process of what is occurring, by your nominated Key Contact, or the person who is investigating the complaint.

Lodging an Appeal

If you disagree with a decision made by us about your complaint, you can lodge an appeal. An appeal should be made in writing and submitted to the Executive Officer.