

Transforming the lives
of children, young people
and their families



CANBERRA
255 GOYDER STREET
NARRABUNDAH ACT 2604
PO BOX 4260 KINGSTON ACT 2604
PHONE 02 6162 5800

GOULBURN
34 VERNER ST GOULBURN NSW
PO BOX 286 GOULBURN NSW 2580
PHONE 02 4827 1600

If you are deaf, or have a hearing or speech
impairment, contact us through the
National Relay Service: relayservice.com.au

WAGGA WAGGA
49 BEST ST WAGGA WAGGA NSW
PO BOX 699 WAGGA WAGGA NSW 2650
PHONE 0429 510 034

MORUYA
CNR CAMPBELL & PAGE STS MORUYA NSW
PO BOX 994 MORUYA NSW 2537
PHONE 0406 375 247



marymead.org.au
PHONE 1800 427 920 / 02 6162 5800
EMAIL enquiries@marymead.org.au

ACKNOWLEDGEMENT OF TRADITIONAL OWNERSHIP

Marymead acknowledges the traditional custodians of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to the elders both past and present.



MARYMEAD IS A CATHOLIC AGENCY OF THE ARCHDIOCESE OF CANBERRA AND GOULBURN. ABN 90 677 510 841



Complaints and Feedback



Canberra / Cooma / Goulburn / Moruya
Queanbeyan / Wagga Wagga / Yass / Young

PHONE 1800 427 920 | marymead.org.au

Complaints and Feedback at Marymead

We welcome your complaints and feedback. At Marymead we use complaints and feedback as an opportunity to improve our services.

If you have a complaint, a suggestion about how we can improve our services or a positive experience, we would like hear from you.

How to make a complaint

Usually complaints can be easily resolved by talking to your case worker or support worker. However, you can make a complaint to any staff member at any time.

Complaints can be made in person, over the phone, or by email - however you are most comfortable. Please just ask if you need assistance.

How will we respond to your complaint?

Marymead will listen to you and treat you with respect and courtesy. We will look into the matter and aim to resolve all complaints within 20 working days.

We will treat your complaint as confidential, with information being shared with only those who need to know.

You can remain anonymous

You can remain anonymous if you prefer. Please note that we will be able to respond more effectively if we know who you are.

Getting help from an advocate

If you do not feel comfortable making a complaint, you have the right to ask an advocate or representative to give feedback on your behalf. This can be someone you know or someone from one of the organisations listed on the inside of this brochure.

Not happy with Marymead's response to your complaint or feedback?

You may take your complaint to an organisation or person outside of Marymead.

ACT

Public Advocate of the ACT	02 6205 2222 pa@act.gov.au
The ACT Ombudsman	1300 362 072 ombudsman @ombudsman.gov.au
ADACAS (ACT Disability, Aged and Carer Advocacy Services)	02 6242 5060 adacas@adacas.org.au
ACT Children and Young People's Commissioner	02 6205 2222 actkids@act.gov.au
ACT Human Rights and Discrimination Commissioner	02 6205 2222 human.rights@act.gov.au
ACT Health Services Commissioner	02 6205 2222 human.rights@act.gov.au
ACT Disability and Community Services Commissioner	02 6205 2222 human.rights@act.gov.au
Foster Care Association of the ACT	office@fcaact.org.au
Conflict Resolution Services	02 6162 4050 mediation@crs.org.au

NSW

Connecting Carers NSW	1300 794 653 southern@connectingcarersnsw.com.au western@connectingcarersnsw.com.au
NSW Children's Guardian	02 8219 3600 kids@kidsguardian.nsw.gov.au
NSW Ombudsman	1800 451 524 nswombo@ombo.nsw.gov.au
Anti-Discrimination NSW	02 9268 5544 dbcontact@agd.nsw.gov.au

You may wish to make a complaint to the relevant funding body.

Department of Social Services (DSS)	1800 634 035 complaints@dss.gov.au
Department of Education and Training	1300 555 727
ACT Community Services Directorate (CSD)	133 427 CSD@act.gov.au
ACT Health Directorate	02 6207 7627 healthfeedback@act.gov.au
NSW Health	02 9391 9000 moh-hspb@health.nsw.gov.au
NSW Family and Community Services	1800 422 322 feedback@facs.nsw.gov.au
If you have a National Disability Insurance Scheme (NDIS) Package	1800 800 110 feedback@ndis.gov.au

If the matter you are complaining about involves an immediate threat of harm to anyone, or abuse or neglect of a child, action will need to be taken immediately to inform the police or your local care and protection services.

In this situation, if you require an urgent response, please call Marymead reception on 02 6162 800, contact police on 131 444, ACT Care and Protection Services on 1300 556 729, or NSW Child Protection Helpline on 132 111.