

## Appendix C

### **INFORMATION SHEET 3- External Review Contacts**

#### ***What if I'm not happy with the outcome of the complaint?***

If you are not happy with the outcome of the complaint then you can ask Lifeskills Plus Inc. to review how the complaint was dealt with. You can do this in a letter, email, over the phone or in person. This request will then be given to the Lifeskills Plus Inc. Board of Directors executive and they will organise an appropriate person to undertake the review. There may be additional information gathered to review the decision. This may or may not lead to changes to the original decision.

If you have asked Lifeskills Plus Inc. to review how the complaint was dealt with and you are still unhappy with the outcome of a complaint then there are outside agencies that may be able to assist you such as:

NDIS Hotline 1800 800110 [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

DA (Disability Advocacy) Bathurst – provides an independent information and advocacy service for people with a disability their families and carers. DA provides an outreach service to Mudgee. Phone 02 63322100/1300365085 [centralwest@da.org.au](mailto:centralwest@da.org.au)

NSW Ombudsman – can deal with written and oral complaints about the conduct of a community service provider or an employee of such a service and inquire into major issues affecting clients and services.

Phone 1800 451 524 [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

National Disability Abuse and Neglect Hotline is an Australia-wide telephone hotline for reporting abuse and neglect of people with disabilities using government funded services. Allegations are referred to the appropriate authority for enquiry and/or investigation. The National Disability Abuse and Neglect Hotline is fully funded by the Australian Government through the Department of Family and Community Services.

Phone 1800 880 052 [www.disabilityhotline.org](http://www.disabilityhotline.org).

Independent Commission against Corruption (ICAC) accepts complaints about serious misconduct and allegations against public servants.

Phone (02) 8281 5999 [www.icac.nsw.gov.au](http://www.icac.nsw.gov.au)

Administrative Decisions Tribunal (ADT) reviews administrative decisions of NSW government agencies. The ADT is also responsible for conducting hearings into a range of other matters such as reviewing certain decisions regarding community and disability services. Eg. funding of disability services or the refusal of a community service provider to implement a recommendation of the NSW Ombudsman.

Ph 1800 060410 [www.lawlink.nsw.gov.au/adt.nsf/pages/index](http://www.lawlink.nsw.gov.au/adt.nsf/pages/index)

Anti Discrimination Board (ADB) investigates and conciliates complaints of discrimination, harassment and vilification.

Phone 1800 670 812 [www.lawlink.nsw.gov.au/adb](http://www.lawlink.nsw.gov.au/adb)