

If you have a concern, chances are that you are not alone.

Your feedback could make us aware of problems that we do not know about.

So, we want to hear from you.

LET'S TALK

Please talk to Silverlea Early Childhood Services Inc employees about any concerns or questions you have about the quality of support provided.

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

You are always welcome to speak to any of our employees about the support you receive from Silverlea Early Childhood Services Inc.

We have a feedback box with forms in the office which can be anonymous if you wish.

We welcome feedback via phone: (08) 80873971 and email:

silverlea@earlychildhoodservice.com. You can also send feedback or make a complaint from our website at www.bhearlyintervention.com.au or request a copy of our Complaints Form or Compliments & Complaints Policy at our Office.

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.

You have the right to an advocate, support person or interpreter to support you.

There is a local advocate in Broken Hill who will also take complaints details are as follows;

Ross Casey – NDIS Appeals Officer – Advocate – Far West NSW

Disability Advocacy NSW | Advocacy Law Alliance Inc.

304 Oxide Street, Broken Hill 2880

P: 0428 123 687

Useful Websites: www.da.org.au, www.advocacylaw.org.au

You can write to Silverlea Early Childhood Services - postal address, PO Box 984, Broken Hill NSW 2880. Address it to the person of your choice.

If English is not your first language, a professional translation service and / or translator can be sourced to facilitate complaint handling.

WHAT WE WILL DO

We will work with you to assess how best to resolve your complaint. Please consider the outcome you would like so that we can work together.

Silverlea Early Childhood Service Inc aims to address all concerns fairly, objectively and as quickly as possible.

An acknowledgement letter will be sent to you within 3 business days.

We will investigate your complaint to gain an understanding of what took place and to find mechanisms to prevent it from happening again.

A resolution letter will be sent to you within 21 business days of receiving your complaint.

IMPROVING OUR SERVICE

Silverlea Early Childhood Services Inc views all complaints as an opportunity to improve our services and appreciate your assistance in our ongoing improvement and quality.

Feedback on our services is used to drive organisational policy development and continuous improvement.

Silverlea Early Childhood Services Inc is committed to providing high quality support and services that meet the needs of our clients.

We value all feedback and view complaints as an opportunity to improve our services.

Our staff appreciates 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.

We have two surveys available on our website for this exact purpose. Please complete these and let us know what you think.

If you are not satisfied how your complaint was handled, contact us on (08) 80873971 or email silverlea@earlychildhoodservice.com and we will arrange an internal review of your complaint.

EXTERNAL COMPLAINT MECHANISMS

If you do not feel comfortable raising a complaint directly with Silverlea Early Childhood Services or remain dissatisfied following a previous complaint, the following organisations may be able to assist you.

NDIS Safety and Securities Commission - Printed paper NDIS Safety and Security Commission complaint forms are available in the Silverlea Early Childhood Services Office or you can call 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged or call [National Relay Service](#) and ask for 1800 035 544.

The New South Wales Ombudsman on [02 9286 1000](tel:0292861000) or toll free on 1800 451 524. The ombudsman's website is www.ombo.nsw.gov.au. There is also an online complaints form which can be completed at <https://www.ombo.nsw.gov.au/complaints/complaint-form>

People with Disability Australia (PWDA):

Individual and group advocacy services for people with a disability.

Phone: 1800 422 015 or www.pwd.org.au

NSW Ombudsman:

Handle enquiries and complaints about community and disability service providers.

Phone: 1800 451 524 or www.ombo.nsw.gov.au

Complaints Statement

If you have any concerns about the service, you have received at Silverlea Early Childhood Services Inc or any other aspect of Silverlea Early Childhood Services Inc you can raise this with us by contacting us on the details below. We take all complaints very seriously and we will endeavour to respond to your complaint and address your concerns as soon as reasonably practicable.

Help Us Improve Our Service

Phone: (08) 8087 3971

Email: silverlea@earlychildhoodservice.com

Post: PO Box 984, Broken Hill, NSW, 2880

Silverlea Early Childhood Services Inc will attempt to resolve your concerns. If after contacting us you are not satisfied, you are able to complain to the New South Wales Ombudsman on 02 9286 1000 or toll free on 1800 451 524. The ombudsman's website is www.ombo.nsw.gov.au.

You can view our Complaints Policy at Silverlea Early Childhood Services Inc at any time on request or by visiting our website www.bhearlyintervention.com.au.