

Complaints to External Agencies

Our clients may make a complaint, about the services received at Galambila, to the Health Care Complaints Commission NSW. This is if they cannot resolve the complaint with Galambila Executive staff, or if they are unhappy with the outcome of the investigation or the process undertaken to resolve their complaint.

Our clients can ask for a form at Reception or go online to:
www.hccc.nsw.gov.au/complaints

Complaints are important - they can help Galambila improve the quality of services we provide, so your complaint can help other people too

Registered NDIS participants have a right to complain about services they receive too.

If you have a concern about your current NDIS supports or services, it is important that you have a yarn with the NDIS Quality & Safeguards Commission.

You may seek support from family, a friend or an independent advocate to support you in making a complaint .

The Disability Advocacy Coffs Harbour may assist you with this you can find their contact information below:

Phone: 02 6651 1159
Email: coffs.harbour@da.org.au

Contact Us

02 6652 0800
Clinic
02 6652 0850
Administration

www.galambila.org.au

PO Box 4186

Opening Hours
8.00am to 5.00pm
Monday to Friday



NSW Health Care Complaints Commission

Level 13, 323 Castlereagh Street
Sydney NSW 2000

Phone Toll fee in NSW
1800 043 159
(calls from mobile phones are charged at service provider rates).

TTY Service: 133 677

www.hccc.nsw.gov.au/complaints
Email: hccc@hcc.nsw.gov.au



NDIS Quality & Safeguards Commission

Phone Toll free: 1800 035 544
(calls from mobile phones are charged at service provider rates).

TTY Service: 133 677
www.ndiscommission.gov.au/participants/complaints

Translating and Interpreting
Service 131 450



**DO YOU HAVE
A COMPLAINT
OR WORRY?**

**HAVE A YARN
WITH US!**

How to resolve your complaint

You should first consider trying to resolve a complaint when and where it occurs, directly with the person(s) and/or health professional who delivered your health care.

If a complaint cannot be resolved, you should refer the complaint to the Senior Aboriginal Health Worker or Senior Client Service Officer who will take a detailed record of the issue.

If you want advice you may nominate a person excluding staff members who are family members in the service as a key contact regarding the complaint.

If a complaint cannot be resolved in the first instance, or the situation requires further investigation, you should refer the matter in writing to the Chief Executive Officer.

If you are still unhappy with the resolution and the complaints management process, you can call the Health Care Complaints Commission or the NDIS Quality & Safeguards Commission, (details are on back page).

How to make a complaint

Galambila service users may make a complaint by any of the following means:

- In person
- Verbally (telephone)
- Written (letter or email)
- Any other communication that a person uses
- To Senior Staff, Coordinators and Executive Managers who will record your information using Galambila's Complaint Form

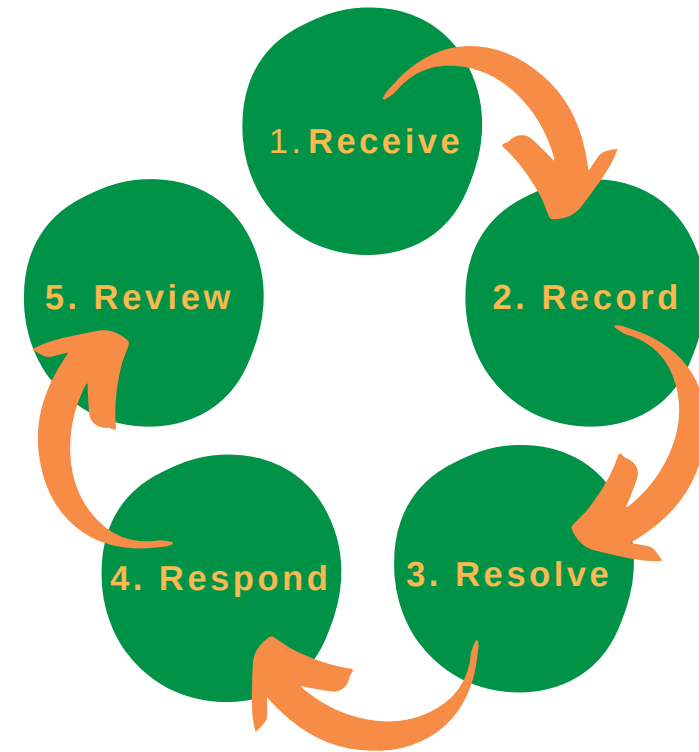
The complaint will be acknowledged within 7 days of receiving a recorded complaint.

The complaint will be resolved informally to the satisfaction of all parties involved through a three (3) stage approach:

1. Validation
2. Examination
3. Investigation

Galambila Executive staff will contact you to inform you of the outcome of the investigation within 21 days of receiving the recorded complaint.

Complaints handling



Culturally relevant care that ensure the best possible health and wellbeing outcome for those on Gumbaynggirr land