Who to contact For a complaint...

You can call or email The Country Counsellor



Call 0461 517 586



Email kalie@thecountrycounsellor.com.au



You can contact The Australian Counselling Association



Call 07 3356 4255



www.theaca.net.au

If you are an NDIS participant, you can complain to the NDIS Commission



Call 1800 036 554

Use TTY on 133 677

Use National Relay Service and ask for 1800 035 544

For something that has gone wrong...

You can call or email The Country Counsellor



Call 0461 517 586



Email kalie@thecountrycounsellor.com.au

You can tell the police or ambulance service



Call 000

If you are an NDIS participant, you can complain to the NDIS Commission



Call 1800 036 554 Use TTY on 133 677

Use National Relay Service and ask for 1800 035 544

It matters that you are feeling satisfied and safe working with us.



We have ways to make sure you are safe when you receive our services and support.



We will learn from problems and improve





We try to look at what could go wrong and stop that from happening.



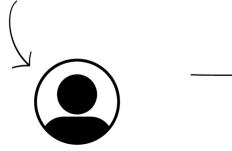


If you do not feel safe, or you aren't satisfied working with us, please tell us.



Here are some things to do if you are not feeling satisfied working with The Country Counsellor.

If you have a complaint...



Choose a person you trust to talk to. It could be a staff member.



We will talk to you about the complaint.

We will ask what made you unhappy,
what you want to happen next and what
we can do to fix the problem



Sometimes we have a meeting with you. You can have family, support coordinator, or anyone you need for support to come to the meeting.



We let you know what we have done to fix the problem, how we came to that decision and what you can do if you are still unhappy.

We will involve you in the investigation

and find out what caused the problem.

We will seek your advice on how we

should change to avoid the same thing

happening again.



We will apologise if we have done the wrong thing.

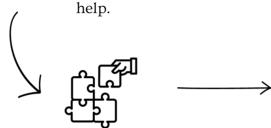
If something has gone wrong...



Something happens
that hurt you or our
workers, or that could
be a problem in
future.



We will try to fix the problem. Sometimes that means we tell other people about it, like the NDIS, or the police, and ask for their



We let you know what we have done to fix the problem, how we came to that decision and what you can do if you are still worried.



First, we will make sure people are safe. Sometimes this means we ask for help from other people, like the police or ambulance officers.



We will talk to you about what happened. We will ask your advice about what we can do to stop it from happening again



We will learn from the problem.

We will do things differently.

