

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



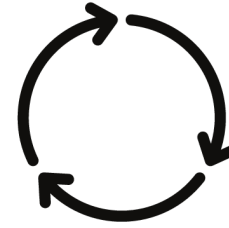
Call 000

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.



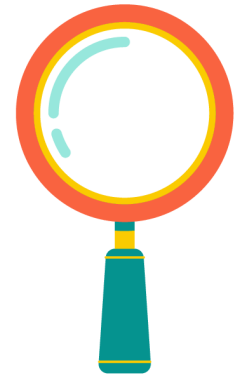
We have ways to make sure
you are safe when you receive
our services and support.



We will learn from problems
and improve



The Country Counsellor is based on Nukunu Country.
Always was, always will be.



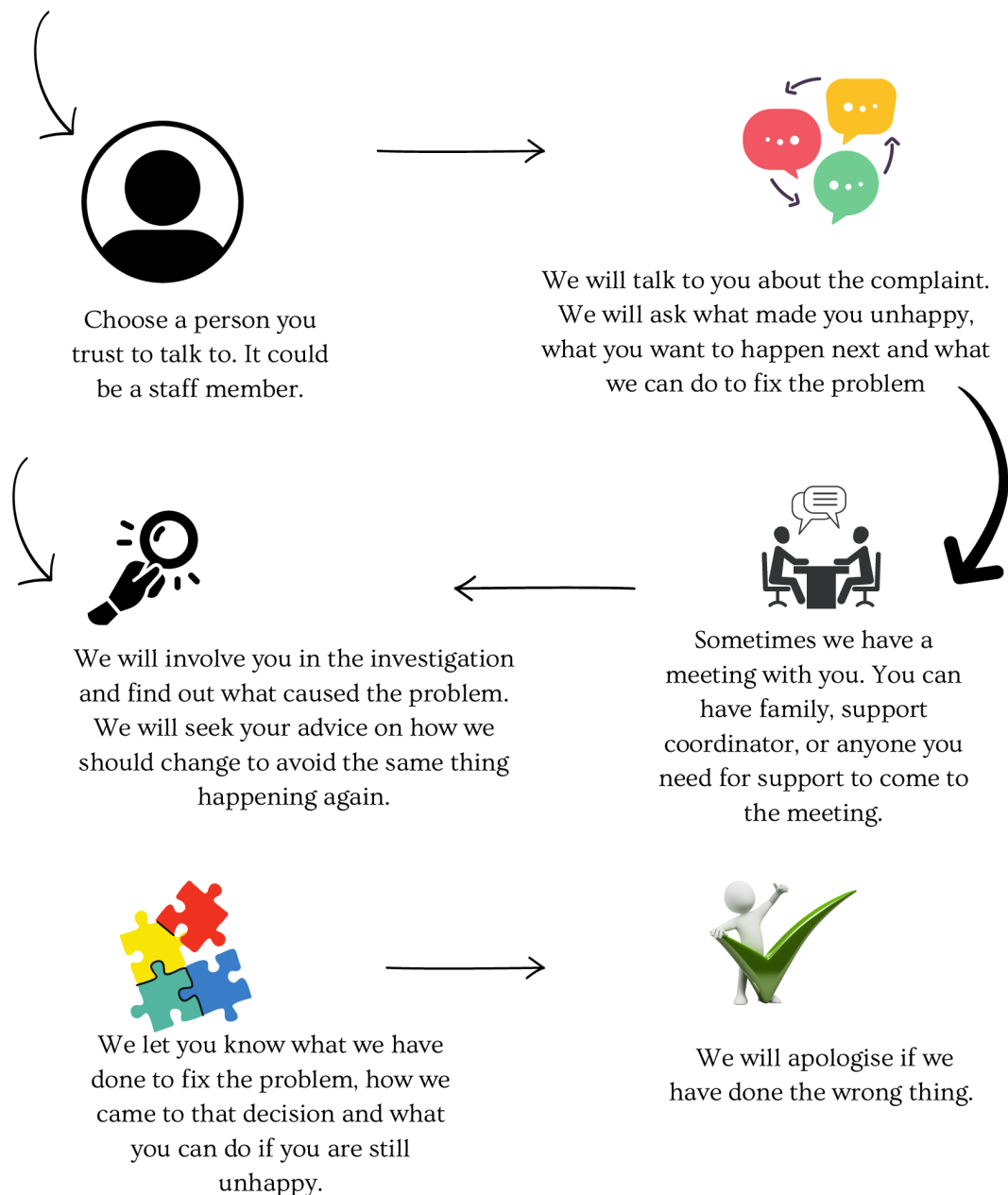
We try to look at what
could go wrong and stop
that from happening.



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...



If something has gone wrong...

