

Feedback, Compliments and Complaints



Enhance Supports and Service believe that all care recipients are entitled to make a complaint about the provision of their care and services without fear of reprisal; and to have their complaints dealt with fairly and promptly

We encourage and welcome all care recipients, their families, and networks to give feedback and make complaints; and hope that you feel engaged in processes to address feedback and complaints, and feel comfortable that appropriate action has been taken.

Enhance Supports and Services will regularly seek input and feedback from you're your, carers, the workforce, and others; and use the input and feedback to inform continuous improvements for individual and the whole organisation.

This further gives Enhance Supports and Services an opportunity to develop our customer service by gaining insights into your needs and wants.

Please reach out to us first to resolve any complaints through a staff member, office staff either verbally or by even through submitting a completed Feedback and Complaints Form to

Enhance Supports and Services

Address: PO Box 4113, Kogarah Bay, NSW 2217

Phone: 02 8960 0306

Email: info@enhancesupportsandservices.com.au

Web: <https://www.enhancesupportsandservices.com.au>

Feedback and Continuous Improvement_ Complaints escalation

We pride ourselves on working with all stakeholders, specifically our clients to improve our supports and services, and ensure we are meeting your standards.



We strongly encourage and welcome feedback from you, and aim to foster improvements within. So please let us know what you think, how can we do better, what are we doing well and what has room for improvement.

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Enhance Supports and Service's on 02 8960 0306, alternatively through any of the following agencies:

NDIS Commission

Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

Department of Social Services

Department of Social Services Feedback Phone: 1800 634 035 Email: complaints@dss.gov.au

Website: www.dss.gov.au

Abuse

National Disability Abuse and Neglect Hotline

Phone: 1800 880 052

TTY: 1800 301 130

National Relay Service: 1800 555 677

Translating and Interpreting Service: 131 450

The hotline is open 8am – 8pm (AEST), every day, Australia-wide.

Email: enquiries@disabilityhotline.org

Website: www.disabilityhotline.org



Human Rights

✕ Australian Human Rights Commission
Phone: (02) 9284 9600
TTY: 1800 620 241

Complaints Infoline: 1300 656 419
General enquiries and publications: 1300 369 711
Fax: (02) 9284 9611
Email: complaintsinfo@humanrights.gov.au
Website: www.humanrights.gov.au

OPAN

1800 700 600
Level 6/241 Commonwealth St, Surry Hills, NSW, 2010

Seniors Rights Service


1800 424 079
Level 4, 418A Elizabeth St Surry Hills, NSW, 2010



Aged Care Quality 180 951 822

<https://www.agedcarequality.gov.au>

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on Participant guarantees and unfair contract terms.



We actively welcome your feedback, complaints, concerns, and compliments so connect with us to help us maintain our standard of service, identify any gaps, and improve your quality of care.

Your feedback will help us gain valuable insights, improve services, and understand your needs
All feedback and complaints will be used by Enhance Supports and Services to continuously improve our service delivery



enhance
supports and services
live without limits.