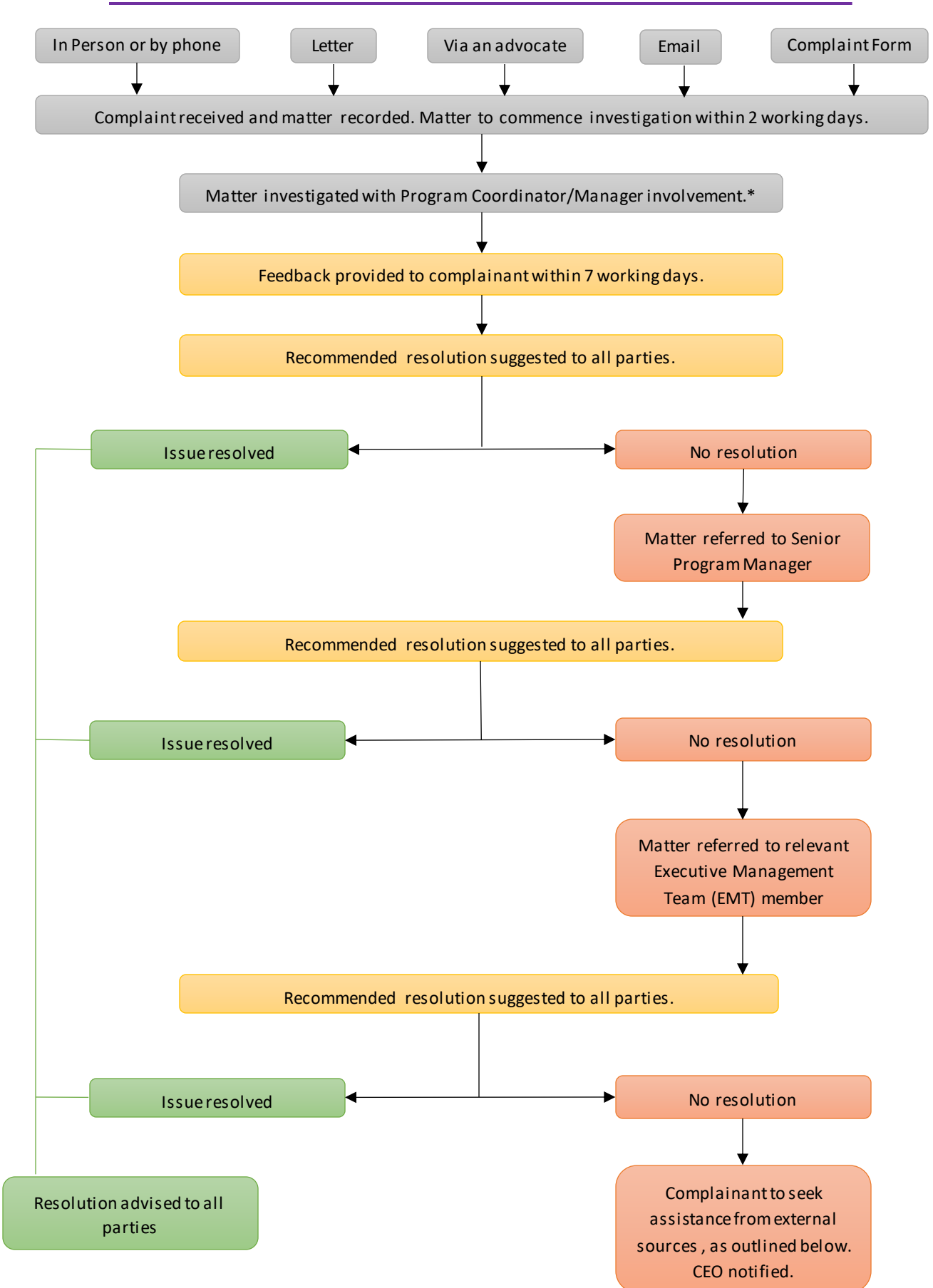


COMPLAINTS SYSTEM FLOWCHART CLIENTS



COMPLAINTS SYSTEM FLOWCHART

CLIENTS

**If the complaint relates to the Program Coordinator/Manager, the matter will automatically be escalated to the next relevant line manager.*

Refer to Complaints Policy (L_M 40) for further information.

The complainant has the right to seek support and assistance from external sources.

Older Persons Advocacy Network (OPAN) 1800 700 600

Victoria

Elder Rights Advocacy 1800 700 600

Homelessness Advocacy Service (HAS) 1800 066 256

Justice Connect (Homeless Law) 1800 066 256

Office of Public Advocate (OPA) 1300 309 337

Leadership Plus (Disability) 03 9489 2999

Tasmania

Advocacy Tasmania 1300 368 821

Ombudsman Tasmania 1800 001 170

External avenues for complaints include:

Aged Care Quality and Safety Commission 1800 951 822

NDIS Quality and Safeguards Commission 1800 035 544

Office of Australia Information Commission (Privacy) 1300 363 992

Health Complaints Commissioner 1300 582 113