



# Ku-ring-gai Council

## Disability Services

### Feedback, complaints and compliments

#### COMPLAINTS

A complaint is when you are unhappy with the quality or delivery of a service and want to solve the situation.

You can make a complaint at any time, to anyone, about anything.

Some of your options to make a complaint include:

#### OPTION 1

##### Contact us directly

In person, in writing or by phone:



-  Council Chambers  
818 Pacific Highway, Gordon
-  9424 0000
-  Mail to Ku-ring-gai Council  
Locked Bag 1006, Gordon NSW 2072
-  [kmc@kmc.nsw.gov.au](mailto:kmc@kmc.nsw.gov.au)

You may also contact the below relevant staff directly to discuss our Disability Services staff below to discuss your concerns. We will keep you informed during the process and of your complaint within ten working days.

**Eve Ismaiel** Disability Services Coordinator

-  9424 0997
-  [eismaiel@kmc.nsw.gov.au](mailto:eismaiel@kmc.nsw.gov.au)

**Danny Houseas** Community Development Manager




-  9424 0829
-  [houseas@kmc.nsw.gov.au](mailto:houseas@kmc.nsw.gov.au)

If your complaint is a serious issue e.g. corruption, maladministration, misconduct, or other unlawful behaviour by Council staff, contact the Office of the Internal Ombudsman on 9424 0000.

#### OPTION 2

##### Contact the NSW Ombudsman

You can also lodge a complaint with the NSW Ombudsman:

-  9286 1000 or 1800 451 524
-  [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)
-  [ombo.nsw.gov.au](http://ombo.nsw.gov.au)



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## INFORMATION ON DISCRIMINATION

### Anti-Discrimination Board NSW

- 📞 9268 5544
- @ complaintsadb@agd.nsw.gov.au
- ➔ antidiscrimination.justice.nsw.gov.au

### Australian Human Rights Commission

- 📞 9284 9600
- @ infoservice@humanrights.gov.au
- ➔ humanrights.gov.au

### Disability Discrimination Legal Centre

- 📞 1800 800 708 (NSW only)
- ➔ ddlcnsw.org.au

### UN Convention on the Rights of Persons with Disabilities

- ➔ humanrights.gov.au

## FINDING AN ADVOCATE

If you would like to have someone with you when discussing the issue, you can select your own support person, or contact the following services for an advocate:

### Complaints Resolution & Referral Service CRRS (CRRS)

- 📞 1800 880 052
- ➔ crrs.net.au

### National Disability Abuse & Neglect Hotline

- 📞 1800 880 052
- ➔ disabilityhotline.org

### Side by Side Advocacy

- 📞 9808 5500
- @ info@sidebysideadvocacy.org.au

### Action for People with Disability

- 📞 9449 5355
- @ action-for-people@swiftdsl.com.au.

### NSW CID Council for Intellectual Disability, Sydney, Australia

- ➔ nswcid.org.au.

For more advocacy services, see [adhc.nsw.gov.au](http://adhc.nsw.gov.au) and search for 'Advocacy'.

## FREE INTERPRETING

If you are more comfortable using an interpreter to contact us, call the Translating and Interpreting Service (TIS) on 131 450. This is a free service.

## NATIONAL RELAY SERVICE

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service 1800 555 677 and ask for 9942 2111.

