

*The Australian Government funded NSW/ACT
Inclusion Agency is managed by KU Children's Services,
in partnership with Include Me and Gowrie NSW.*

How to raise your Concern or Complaint

NSW/ACT Inclusion Agency Complaint
Management Process



Artwork by Jemima, aged 5 years, KU Kintaiba Children's Centre

**Please contact us or visit our
website to find out more**

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In partnership with:





"Open communication between you and our staff is vital for our partnership to be successful"



The NSW/ACT Inclusion Agency's Complaint Management Process

A concern or complaint in relation to the activities of an Inclusion Hub could be about:

- ▶ Any aspect of the service provided, or not provided
- ▶ The behaviour or decisions of Inclusion Hub team members and how they have been communicated
- ▶ Practices, policies or procedures
- ▶ The way in which a concern or complaint has been managed

The following steps will help you to address these:

Step 1

As a first step, raise your concern or complaint with your Inclusion Professional as soon as possible. If you are not satisfied with the outcome, or if you are not comfortable speaking directly to your Inclusion Professional, then talk to the Inclusion Hub Manager.

Contact the relevant Inclusion Hub Manager by calling the Inclusion Hub office directly. If you do not have any contact details call **1800 703 382** or email **inclusionagency@includeme.com.au** and an Inclusion Agency team member will provide the contact details required.

The Inclusion Hub Manager may be able to speak to you immediately or they may suggest a time to talk. They will speak with you about the issue and how it is to be managed and the timeframe for responding.

Step 2

If you do not wish to speak to any of the Inclusion Hub team members, or you are not satisfied with the outcome following Step 1, then you can contact the NSW/ACT State Manager on **0400 432 477** to discuss your concern or complaint.

The NSW/ACT State Manager will investigate the situation by gathering information from all parties. (You may be asked to put your concerns or complaints in writing as part of this process). The NSW/ACT State Manager will then advise you of further action and timeframes.

Step 3

If you are not satisfied after Step 2, then you can contact the KU General Manager Inclusion Programs on **0411 131 221**.

If the concern or complaint remains unresolved, you can contact the KU Chief Executive Officer on **02 9268 3904**.

Further Action

If your concern or complaint has not been resolved with the NSW/ACT Inclusion Agency, please contact the ECEC Program Management team, Australian Government Department of Education, Skills and Employment at:

Email ECECProgrammanagement@dese.gov.au

Website www.education.gov.au/inclusion-support-program-isp