



If you have a problem or are unhappy with our service



It is okay to tell us



Tell us about the problem by:

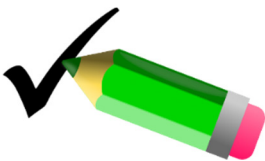
- Phone - 4627 1188
- Letter - PO Box 525, Campbelltown 2560
- Email - info@focusconnect.org.au
- Visit our office and talk to us
- Fill in a Complaint Form
- Online Complaints Form at www.focusconnect.org.au/contact/get-in-touch#form



Someone from Focus Connect will talk to you about the problem in 5 days



Together we will find a way to fix the problem



We will check to make sure the problem has been fixed



If the problem is not fixed you can talk to someone else:

- Aged Care Quality & Safety Commission - 1800 951 822
- Anti-Discrimination Board (NSW) – 9268 5544
- Australian Human Rights Commission – 1300 656 419
- Commonwealth Ombudsman – 1300 362 072
- Dept. of Family & Community Services – 9377 6000
- My Aged Care - 1800 200 422
- National Aged Care Advocacy Line – 1800 700 600
- National Disability Insurance Scheme - 1800 800 110
- NDIS Quality & Safeguards Commission – 1800 035 544
- Seniors Rights Service – 1800 424 079