



## FEEDBACK AND COMPLAINTS

At Mid Coast Communities, we welcome feedback, compliments and complaints so we know what we do well and what we can do better.

Every person who accesses our services has a right to give feedback or make a complaint. You can either give feedback directly to the staff member you are working with, or you can speak to the Program Manager or the CEO of the organisation if that is more comfortable for you.

### Give us your direct feedback by:

Phone: (02) 6651 1788 or  
Email: [contact@midcc.org.au](mailto:contact@midcc.org.au)

Alternatively, give us your written feedback using our Feedback and Complaints Form:  
Download the form from our website or call and ask us to mail or email it to you.  
Return it to us by mail: PO Box 799 Coffs Harbour 2450 or  
Email: [contact@midcc.org.au](mailto:contact@midcc.org.au)

## ADVOCATES & INTERPRETERS

An independent advocate or an interpreter can assist you to communicate with us. This includes giving us feedback, making a complaint or using our services.

An independent advocate or someone you trust to speak on your behalf can help if you would feel more comfortable with someone else giving us feedback or making a complaint. An interpreter can help if you need assistance to be understood in your language, or if you are deaf, or have a hearing or speech impairment.

You can contact an advocate service or interpreter service yourself. There is a list of independent advocates and interpreters in our Service Charter on our website (let us know if you would like a copy). We can also assist you to find or access an independent advocate or interpreter service if you would like our help. Call us on (02) 6651 1788.



## OUR CONTACTS

General  
Ph: (02) 6651 1788  
E: [contact@midcc.org.au](mailto:contact@midcc.org.au)  
Web: [midcoastcommunities.org.au](http://midcoastcommunities.org.au)  
Mail: PO Box 799 Coffs Harbour 2450

### Chief Executive Officer

Ruth Thompson  
Ph: (02) 6651 1788  
E: [ruththompson@midcc.org.au](mailto:ruththompson@midcc.org.au)

### Program Manager: Ability and Inclusion

Ph: (02) 6650 9771  
E: [contact@midcc.org.au](mailto:contact@midcc.org.au)

### Program Manager: Families, Youth & Communities

Ph: (02) 5632 4021  
E: [contact@midcc.org.au](mailto:contact@midcc.org.au)

### Program Manager: NDIS Local Area Coordination

Ph: 1800 522 679  
E: [lac-enquiries@socialfutures.org.au](mailto:lac-enquiries@socialfutures.org.au)

### Family & Youth Support Worker

Ph: (02) 6651 1788  
E: [iiT@midcc.org.au](mailto:iiT@midcc.org.au)

## OUR OFFICES

### Coffs Harbour:

Head Office: Shop 21, 20 Gordon Street (Max Murray Mall)  
NDIS Local Area Coordination: Suite 2, 38-40 Park Avenue  
Groundworks Youth Centre: 22 Earl Street, Community Village

**Kempsey:** Suite 7, First Floor, Harrington Building,  
41 Belgrave Street

**Nambucca:** Shop 5b, Nambucca Plaza, 10 Pacific Hwy

**Port Macquarie:** Suite 5, 53 Lord Street

**Taree:** 5/11 Oxley Street



# USING OUR SERVICES

Supporting people to thrive and creating communities where everyone belongs



MID COAST  
**COMMUNITIES**  
*Where everyone belongs!*



## YOUR RIGHTS

When you access our services, you have certain rights. You have the right to:

- Receive professional services
- Make your own choices about your life and your future
- Request to access your information
- Correct information about you
- Feel safe and respected
- Be informed about services, options and any costs so you can make informed decisions
- Have your privacy protected
- Be referred to other services if needed
- Give us feedback and share ideas about improvements to our services
- Make a complaint
- Have an advocate of your choosing to speak on your behalf
- Refuse services and refuse to participate in research
- Request a change of worker or refuse services from a student



## YOUR RESPONSIBILITIES

When you access our services, you also have responsibilities. You are responsible for:

- Respecting the privacy of others
- Treating others with respect and dignity
- Respecting the rights of others to feel safe
- Respecting the cultural background of others
- Keeping appointments or informing us if you are unable to keep an appointment
- Providing correct and necessary information to the best of your ability
- Using the services and resources provided by Mid Coast Communities and its staff for the purpose for which they were intended
- Ensuring a safe environment for staff visiting your home or when working with you



## OUR SERVICE STANDARDS

When you access our services, you can expect that the service provided will meet certain standards.

**At Mid Coast Communities you can expect that:**

- Our organisation is managed well
- Our staff are skilled and competent
- Our staff will focus on your individual needs and aspirations
- You will have choice and control over decisions you make and the services you receive
- Our staff will follow up in a timely manner
- Our staff will be respectful, courteous and helpful
- Our staff will work safely
- Your input, feedback and compliments will be welcomed
- Your complaints will be welcomed and treated fairly
- Our work will be continuously improved

## INCLUSION AND DIVERSITY

Mid Coast Communities works to create inclusion and to celebrate diversity. We are committed to social inclusion for everyone in our communities and we acknowledge and value diversity. This includes people who are Aboriginal and Torres Strait Islander, people with disability, people from culturally and language diverse backgrounds, and people who are lesbian, gay, bisexual, transgender and intersex (LGBTI), people experiencing mental health issues and younger and older people.