

POLICY: Feedback And Complaints Policy	
Applies to: Organisation	Version: 2026.1
Specific responsibility: Committee Members	Date approved: 20 Jul 2026
Approved by: Committee	Next review date: Jul 2028

What this Policy covers

Touching Base's Feedback and Complaints Policy (**this Policy**) sets out the process by which:

- Services Users can make Complaints about Our Services; and
- Touching Base will respond to Complaints made by Service Users about Our Services.
- This policy applies only when volunteers are fulfilling duties within their role at Touching Base.

For information about your rights to make, and how Touching Base will respond to complaints about how we have collected or handled your personal information, please see our [Privacy Policy](#).

This policy **does not** cover the process for managing internal disputes between members, or between members and Touching Base. For information about how internal disputes will be handled, please see Touching Base's Constitution.

Definitions

- **Complaint** means anything Service Users believe to be unfair or which makes them feel dissatisfied with Our Services and which is lodged in accordance with this Policy.
- **Complainant** means the Service User making a complaint.
- **Our Services** means training, resources, information and referral services offered or provided by our volunteers or staff,
- **Service Users** means anyone accessing Our Services
- **Support Person** means a family member or friend, guardian, advocate, a carer or outside advocate for support.

The terms "**we**", "**us**", "**our**" and "**ours**" means Touching Base Incorporated (ABN 18 213 997 639).

Communicating Your Concerns

Our Committee is looking to continually review and improve this Policy.

We are committed to providing high quality services to people with disability, sex workers and other community stakeholders. We encourage Service Users to comment, congratulate us on our services or to lodge a complaint if we have failed to provide a satisfactory service.

We aim to reflect our organisational principles and values in this Policy in the following ways:

- We strive to provide Our Services in a manner which enhances the independence, confidence and dignity of Service Users.
- It is our policy that Service Users have a right to be heard in relation to Our Services, and to be supported in making a Complaint about Our Service.
- We will also accept informal suggestions regarding the improvement of Our Services.
- We will objectively view all Complaints as a valuable indicator of the need for possible improvement in the provision of Our Services.
- We ensure that our policies, practices and procedures reflect and protect the rights of people with disability and sex workers in order to ensure no one is discriminated against, abused or harassed, and that complaints are able to be made without fear of victimization.
- We will ensure that everyone has a fair and timely resolution of Complaints in accordance with the principles of natural justice and procedural fairness.

Right to make a complaint:

- Service Users have the right to raise Complaints that they have with any aspect of Our Services.
- Service Users have the right to have Complaints resolved equitably and fairly, in a way that preserves the dignity of those involved and in accordance with the principles of natural justice and procedural fairness.
- Anyone filing a Complaint has a right to have a Support Person to support them through the complaints process.
- We will ensure Service Users and their Support Persons understand their right to make a Complaint.
- We will continue to provide Our Services where appropriate, throughout the resolution of a Complaint.

Steps to Follow when Lodging a Complaint:

1. The Complainant can contact us in writing, via e-mail or by phone using our contact details set out below.
2. If the Complainant wishes to make the Complaint in person, they will need to contact us, using our contact details below, to organise a suitable time.
3. The Complainant will be informed of the complaints process (as set out in this Policy) and the date of the next available Committee meeting, where the Complaint will be tabled for discussion.
4. If a Complainant requires assistance with communication or they require an interpreter, we encourage them to seek the support of an interpreter or advocacy services. A search option for Australian disability advocates is provided in Appendix A along with a list of Disability Advocacy Services in NSW & ACT.
5. If making a verbal complaint, the Complainant may wish to invite a Support Person to be present in person or included in the phone call.
6. Touching Base Inc. will acknowledge the Complaint in writing **within 5 working days** and document the Complaint, including:
 - Date received
 - Name of the Complainant or the pseudonym used
 - Name of Support Person, if appropriate
 - Nature / Issue of Complaint and outcome sought
7. We recognise that individuals have the right to confidentiality and privacy and we respect that right. You have the right to contact us anonymously or by using a pseudonym unless there is a legal requirement that prevents this. You should be aware that there may be instances where we cannot respond to you or properly investigate a complaint if you do not provide contact details or sufficient information.
8. To resolve the Complaint we will, if deemed appropriate, make contact with those directly involved to discuss and clarify the situation.
9. We will seek to resolve the Complaint to everybody's satisfaction and document accordingly.
10. We will inform the Complainant and those directly involved of any action/s to be taken to resolve the Complaint.
11. If the Complainant is still not satisfied with the outcome, Touching Base Inc. will refer them to an external body to assist in the resolution of the complaint.

12. If the Complainant has a disability believes we have not properly investigated or acted upon a Complaint they, or their Support Person, can lodge a complaint directly to:

- a. **Your State/Territory regulator** (for example, if you are based in NSW you can lodge a complaint with [NSW Fair Trading](#));
- b. The [Australian Competition and Consumer Commission](#); or
- c. The [Australian Human Rights Commission](#), or your State/Territory Anti-Discrimination Commission (for example, if you are based in NSW, you can make a complaint with Anti-Discrimination NSW).

13. De-identified feedback may be used for future planning and development of Our Services.

Notes for Complainant

- At any stage of the process you have the right to involve a Support Person.
- All complaints however lodged will be documented and the outcomes of the Complaints will be monitored by the Committee of Management to:
 - o ensure that this Policy is being followed;
 - o ensure that the principles of natural justice and procedural fairness are followed; and
 - o inform and promote improvements to Our Services.
- Complaints will remain confidential.

Contact details for lodging a complaint

Phone

Referral List – Mobile 0499 05 44 00

General Enquiries – Mobile 0424 591 409

Postal Address

PO Box 523 NEWTOWN NSW 2042 Australia

Email

president@touchingbase.org

Appendix A: Disability Advocacy Services

National services

See the DSS Advocacy Finder: <https://askizzy.org.au/disability-advocacy-finder>

NSW & ACT services

Updated September 2023

Ability Inc

Address: 3/106 Main Street, Alstonville 2477

Phone (02) 6628 8188

Geographical area covered: Far North Coast

E-mail

admin@abilityincorporated.org.au

Who can use the service? All disability groups and families/carers

Intake/referral process: Individuals can self refer or be assisted by families or carers to do so

Web

www.abilityincorporated.org.au

Advocacy for Inclusion

Address: 2.02 Griffin Centre, 20 Genge Street, Canberra City 2601

Phone (02) 6257 4005

Geographical area covered: ACT

E-mail

info@advocacyforinclusion.org

Who can use the service? People who have a disability, their family members and friends and people who speak on behalf of people who have a disability

Web

www.advocacyforinclusion.org

(ADACAS) ACT Disability Aged & Carer Advocacy Service

Address: Unit 14/6 Griffith St, Weston ACT 2602

Phone (02) 6242 5060

Geographical area covered: ACT

TTY (02) 6242 5060

Who can use the service? People with disability, aged people and carers

Intake/referral process: Phone for assistance

E-mail

adacas@adacas.org.au

Web www.adacas.org.au

**(ACTION) Action For
People With Disability Inc**

Phone (02) 9449 5355

Email

office@actionadvocacy.org.au

Web

www.actionadvocacy.org.au

Address: 177 Rosedale road, St Ives NSW 2075

Geographical area covered: Sydney Metro North region

Who can use the service? People with disability of all ages

Intake/referral process: Service can be contacted Mon - Fri 9am to 6pm

Synapse Australia

Phone (02) 9868 5261

Toll Free 1800 673 074

E-mail

info@synapse.org.au

Web <https://synapse.org.au/>

Address: 601/35 Smith Street, Parramatta NSW 2150

Geographical area covered: NSW

Who can use the service? People with a brain injury and family/carers

Intake/referral process: Phone for assistance

**Central Coast Disability
Network - Individual
Advocacy Project**

Phone (02) 4349 3700

E-mail info@ccdn.com.au

Web www.ccdn.com.au

Address: 4 Karalta Lane, Erina NSW 2250 NSW

Geographical area covered: Central Coast

Who can use the service? All disability groups, family members and friends of a person with a disability between 0 - 65 years old

Intake/referral process: Phone the office for referral & assistance

Side by Side Advocacy

Phone (02) 9808 5500

E-mail address

sbso@bigpond.net.au

Web

www.sidebysideadvocacy.org.au

Address: Shop 1 30-32 Herbert St West Ryde NSW 2114

Geographical area covered: Hornsby, Hunters Hill, Lane Cove, Manly, Mosman, North Sydney, Pittwater, Ryde, Warringah, Willoughby

Who can use the service? Specialise in support to people with intellectual disability, however, will endeavour to assist any person with disability that contacts us

	Intake/referral process: People with disability or any one concerned about the interests of a person with disability can contact us via phone, e-mail or by dropping into the office. Appointments preferred
(CIWDA) City and Inner West Disability Advocacy Phone: (02) 9281 8699 E-mail: ciwda@mdaa.org.au Web: www.mdaa.org.au/ciwda/	Address: Suite 8, Level 1, 330 Wattle St, Ultimo NSW 2007 Geographical area covered: Ashfield, Canada Bay, Leichhardt, Marrickville, City of Sydney Who can use the service? People with disability (aged 0-65 years), their families or carers Intake/referral process: People can self refer or can be referred by another organisation
(DAN) Disability Advocacy Network Phone (02) 6921 9225 E-mail: dan_inc@bigpond.com Web: www.dan-inc.net.au	Address: 63 Johnston Street, Wagga Wagga NSW 2650 Geographical area covered: Riverina & Murray, South West Slopes, Southern Tablelands and Central Murrumbidgee regions of NSW Who can use the service? All disability groups, their families/carers Intake/referral process: Individuals, their families /carers and service providers should ring the service to make a referral
(DA) Disability Advocacy NSW Inc. Phone 1300 365 085 (02) 4927 0111 – Newcastle Office 1300 365 085 – Tamworth Office (02) 6651 1159 – Coffs Harbour (02) 6776 6201 – Armidale Office	Address: Suite 3 Level 1, 408 King Street Newcastle West NSW 2302 Geographical area covered: Advocates are available in the Hunter, New England and Mid North Coast Regions of NSW Who can use the service? All people with a disability and families/carers Intake/referral process: People with a disability and carers please ring 1300 365 085 and ask to speak to an intake officer. We encourage disability workers and professionals to refer by obtaining a referral form from our web site www.da.org.au

(02) 6580 2100 – Pt
Macquarie

1300 365 085 – Taree Office

E-mail da@da.org.au

Web www.da.org.au

**(DAIS) Disability Advocacy
& Information Service**

Phone (02) 6056 2420

Phone 1300 886 388

E-mail

admin@disability-advocacy.com.au

Web

www.disability-advocacy.com.au

Address: 132 Melbourne Road, Wodonga, Victoria 3689

Geographical area covered: South West NSW (Albury, Corowa, Tocumwal, Deniliquin, Jerilderie, Urana, Henty, and Holbrook)

Who can use the service? People with a disability and their families/carers

Intake/referral process: Phone and ask to speak to an intake worker

**(DIAS) Disability
Information Advocacy
Service Inc**

Phone (02) 6332 2100

E-mail dias@binc.org.au

Web www.binc.org.au

Address: 96 Russell Street, Bathurst NSW 2795

Geographical area covered: Central West of NSW

Who can use the service? People with a disability aged 0 – 65 yrs, their families and carers

Intake/referral process: Can self refer or be referred by service provider

Illawarra Advocacy

Phone: (02) 4229 4999

E-mail:

illawarraca@bigpond.com

Web:

<https://www.illawarraadvocacy.org.au/>

Address: 5/221-229 Crown Street, Wollongong NSW 2500

Geographical area covered: Illawarra

Who can use the service? Long and short term Citizen Advocacy for people with intellectual disabilities and other disabilities

Intake/referral process: Ring for an appointment

**(MDAA) Multicultural
Disability Advocacy
Association of NSW**

Phone (02) 9891 6400

Toll Free 1800 629 072

E-mail mdaa@mdaa.org.au

Web www.mdaa.org.au

Address: 10-12 Hutchinson Street, Granville NSW 2142

Geographical area covered: NSW. Regional advocates: Newcastle (02) 4927 0111 mdaa@da.org.au (in partnership with Disability Advocacy NSW), Wollongong, (02) 4229 6855, Griffiths (02) 6962 5399

Who can use the service? People with disability (0-65 years old) from non English speaking background and their carers and families

Intake/referral process: Contact the service to make an appointment

Newell Advocacy Inc.

Phone number

(02) 6792 3195 Narrabri

(02) 6752 1215 Moree

E-mail address

newell.narrabri@westnet.com.au

newell.moree@westnet.com.au

Web

www.newelladvocacy.com.au

Address: 1/63 Maitland Street, Narrabri NSW 2390

Geographical area covered: Narrabri, Moree, Gwydir, Coonamble, Warrumbungle, and Walgett Shires

Who can use the service? Anyone who has a disability

Intake/referral process: Contact the service to make an appointment

**(PWD) People with
Disability Australia**

Phone (02) 9370 3100

Toll Free 1800 422 015

E-mail pwd@pwd.org.au

Web www.pwd.org.au

Address: Level 8/418A Elizabeth Street, Surry Hills, NSW 2016

Geographical area covered: NSW, some parts of QLD (Bundaberg, Fraser Coast, Logan City, Mt Isa and Sunshine Coast)

Who can use the service? Any person with a disability who lives in NSW

Family members, carers, disability workers and others can also ask us to help a person with disability

Intake/referral process: Contact us by phone on Monday to Friday between 9am and 4:30pm. When you call, ask for the Intake Officer	
Self Advocacy Sydney Phone: (02) 9622 3005 E-mail: info@sasinc.com.au Web: www.sasinc.com.au	Address: 214/30-32 Campbell Street, Blacktown NSW 2148 Geographical area covered: Sydney metropolitan area Who can use the service? People with an intellectual disability and carers Intake/referral process: Ring to make an appointment
(SCI) Spinal Cord Injuries Australia Phone: 1800 819 775 for NSW E-mail: office@scia.org.au Web: www.scia.org.au	Address: 1 Jennifer St Little Bay NSW 2036 Geographical area covered: NSW Who can use the service? Individuals with an SCI and/or similar conditions Intake/referral process: Call and ask for Individual Advocacy Officer

NB: This information in Appendix A is adapted from a list kindly shared by Disability Advocacy NSW