

**Mater Dei** provides a range of educational and therapy programs for babies, children and young adults with developmental delay and/or intellectual disability. Mater Dei is located within the Wollongong Diocese and is a proud member of the ten Colleges who together comprise Good Samaritan Education (GSE).

At **Mater Dei** we aim to provide programs that are flexible, individualised and responsive to need and so we welcome all forms of feedback about the services we offer and ways we can improve what we do to benefit our children, students, families and staff.

If your complaint is concerning the Early Intervention Program (EIP) and you do not want to talk or write to us at Mater Dei you may contact the Community Services Commission, an independent watchdog which has been set up to promote good complaints handling by local community services.

**Community Services Commission**  
Toll Free Phone 1800 451 524

For complaints about any other matter involving Mater Dei that you would prefer not to raise directly with us you may like to contact

**The NSW Ombudsman**  
Toll free 1800 451 524  
[nswombo@omb.nsw.gov.au](mailto:nswombo@omb.nsw.gov.au)

**Complaints Resolution and Referral Service CRRS**  
[www.crrs.org.au](http://www.crrs.org.au)

**Abuse and Neglect Hotline**  
[www.disabilityhotline.org](http://www.disabilityhotline.org)

**Australian Human Rights Commission**  
[www.hreoc.gov.au](http://www.hreoc.gov.au)

**NSW Anti-Discrimination Board**  
Toll Free 1800 670 812  
[www.lawlink.nsw.gov.au/adb](http://www.lawlink.nsw.gov.au/adb)

*If you would like to make a comment, raise a grievance or offer a suggestion, here's what to do*

**1. Talk or write to the Mater Dei staff member concerned**

**2. If you are not happy with the outcome**  
Talk or write to the Program Manager

**3. Once again if you are not satisfied**  
Talk or write to the CEO/Principal,  
Tony Fitzgerald.

**4. If your complaint has still not been resolved**  
Talk or write to the Chairperson of the Mater Dei  
Board of Directors.

(Please contact Administration or a person of your choice at Mater Dei for details of the current Chairperson)



Alternatively, if you would like to remain anonymous, record your comment, complaint or suggestion and forward it to the

Executive Assistant to the CEO/Principal  
Mater Dei  
PO Box 3090, NARELLAN NSW 2567  
Email [karent@materdei.org.au](mailto:karent@materdei.org.au)

Ph 02 46548728 Fax 02 4655 7952

Please record your comments in the space provided below and forward to the person of your choice  
Thank you for your assistance.



**MATER DEI**  
INCLUSION FOR ALL

Dear \_\_\_\_\_

I would like to make the following complaint about your service (s)

School  Early Intervention Program  Other

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***“Remember - the earlier the resolution, the better for everyone.”***

# COMPLAINT HANDLING PROCESS

**Are we doing it right?**

*Do you have any comments, complaints or suggestions about the services we offer?*

*Please let us know and...*



***“Help us build a better service”***