If you need further support raising a complaint or understanding the complaint process please reach out to us or one of the following:





The Older Persons Advocacy Network (OPAN) supports residents and their families and representatives understand and exercise their aged care rights. Y

exercise their aged care rights. You can contact them on **1800 700 600** or at **opan.org.au.**



You can also provide feedback directly to the **The Registrar of Community Housing (RCH)**. To do so, please call **1800 330 940** or email **registrar@homes.nsw. gov.au** or write to 'The Registrar of Community Housing' PO Box 2236 Burwood North NSW 2134.



NCCCA'S "Whistleblower" Service

is also available if you have a serious concern relating to misconduct or dishonest or illegal activity that may have occurred within the organisation. Disclosures by post 'The Whistleblower Investigation Officer (marked private and confidential) to the administration office or by email to anne.zele@nccca.com.au or via our website www.nccca.com.au

The Housing Appeals Committee (HAC) is available if you wish to appeal a decision made by NCCCA. Call 1800 629 794 or email hac@ homes.nsw.gov.au or visit https:// www.nsw.gov.au/housing-appealscommittee

Our locations

HEAD OFFICE 2 Mount View Road, Cessnock NSW 2325 () 02) 4993 3100

ABERNETHY HOME

2 Mount View Road, Cessnock NSW 2325 (2) 4993 3100

COMMUNITY SUPPORT CENTRE 196 Wollombi Road.

196 Wollombi Road, Cessnock NSW 2325 () 02) 4049 9700

JACARANDA GROVE

2 Mount View Road, Cessnock NSW 2325

MEALS ON WHEELS

196 Wollombi Road, Cessnock NSW 2325

MOUNTAIN VIEW LODGE 28 Jurd Street, Cessnock NSW 2325

2 Mount View Road

Cessnock NSW 2325



NGA

Feedback Form

Community Housing

Your feedback MATTERS, it helps us to continually monitor and IMPROVE our services.



www.nccca.com.au/feedback

Tenant Name:

Unit No:	
Date:	
Name:	
Phone No:	
Email:	

Do you wish/require a direct response?

🗌 Yes

No

If you require a direct response please provide your name and contact details, however, this is entirely optional and please be assured that any correspondence will be treated in line with NCCCA's Privacy Policy.

Is your feedback:

a complimenta complainta suggestion

Nature of suggestions, comments or concerns:

