

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. 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-appeals-committee>

Our locations

HEAD OFFICE

2 Mount View Road,
Cessnock NSW 2325

 02) 4993 3100

ABERNETHY HOME

2 Mount View Road,
Cessnock NSW 2325

 02) 4993 3100

COMMUNITY SUPPORT CENTRE

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

RETIREMENT LIVING

2 Mount View Road
Cessnock NSW 2325



NCCCA



Feedback Form

Community Housing

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

