

## Feedback and complaints

We're here to help and we value what you have to say about our services. If we've exceeded your expectations or we haven't met them, we'd like to hear from you.

Providing us with feedback or making a complaint will not affect your relationship with us or the services we pay for. Sharing your experience can help us fix problems and improve the services we provide.

### How can I provide feedback and complaints?

You should talk to your icare Dust Diseases Care case manager or any other person you've been talking to at icare. They may be able to resolve your concerns immediately.

You can also contact us using the details below:

- Phone:** (02) 8223 660 or Toll free on 1800 550 027 and our staff will direct your call to someone who can help you.
- Email:** [feedback.ddc-care@icare.nsw.gov.au](mailto:feedback.ddc-care@icare.nsw.gov.au)
- Mail:** Scheme Integration and Resolution Team  
Dust Diseases Care  
GPO Box 5323  
SYDNEY NSW 2001
- Website:** [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)
- Fax:** (02) 9279 1520

### What help can I get to provide feedback or make a complaint?

Your family member, friend or representative can talk to us on your behalf. To protect your privacy, we might contact you to check that it is OK to talk to another person on your behalf.

You can also make a complaint in your preferred language. Let us know if you'd like to use an interpreter to speak to us or if you'd like any documents translated. You can also call Associated Translators and Linguists on (02) 9231 3288.

### What do we need from you?

If you are making a complaint you need to tell us clearly why you are unhappy with our services and tell us the outcome you are seeking. Providing your name and contact details will help us to get in touch with you to resolve your issue.

You can also provide feedback anonymously, but this means we won't be able to respond to you personally.

### When will you respond to my complaint?

We will contact you within 2 business days of receiving your complaint. If we need more time to resolve your

complaint, we'll explain why and will keep you informed of our progress along the way.

## What do I do if I am not happy with the outcome of my complaint?

If you are not happy with the outcome of your complaint you can:

- ask your icare Dust Disease Care (DDC) case manager to refer you to a senior DDC representative or
- contact the Scheme Integration and Resolution team by:
  - calling our toll-free number 1800 550 027 and asking for the Scheme Integration and Resolution team or
  - emailing [feedback.ddc-care@icare.nsw.gov.au](mailto:feedback.ddc-care@icare.nsw.gov.au).

We will contact you within 2 business days to talk to you about your complaint. We will then respond to you within 20 business days to explain the outcome of your complaint and any actions we have taken.

## Who can else can I talk to about my complaint?

### NSW Ombudsman

You can also contact the NSW Ombudsman if you are not satisfied with how icare is managing your complaint. The NSW Ombudsman is independent and impartial. Its role is to make sure NSW agencies, including icare, are doing their jobs properly and meet their responsibilities to the community. You can contact the NSW Ombudsman directly at:

**Phone:** (02) 9286 1000

**Toll free:** 1800 451 524

**Website:** [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

### Health Care Complaints Commission

If you have a complaint about an individual doctor or the clinical staff within our Lung Screening service, you may wish to contact the Health Care Complaints Commission who investigates complaints about health service providers.

**Phone:** 1800 043 159

**Email:** [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

**Website:** [hccc.nsw.gov.au](http://hccc.nsw.gov.au)

## What is the difference between a complaint and a review?

**A complaint** is when you are not satisfied or are unhappy with our services. Anyone can make a complaint and there is no cost associated with making a complaint. Complaints can be about:

- any aspect of Dust Diseases Care
- the level of service provided to you
- the services we pay for.

**A review** is when you disagree with a decision we've made about your compensation, treatment and care

needs or your eligibility to enter Dust Diseases Care.

A review is resolved in a different way to a complaint. If you would like more information about how we respond to reviews you can ask for a copy of our *Requesting a review of a benefit decision* factsheet.

## Compliments and feedback

Have you been impressed or pleased with our service, or have any feedback for us? Tell us about it so we can share examples of good service, or new ideas among our staff. You can send your compliments or suggestions to:

**Email:** [feedback.ddc-care@icare.nsw.gov.au](mailto:feedback.ddc-care@icare.nsw.gov.au)

**Mail:** Scheme Integration and Resolution team  
Dust Diseases Care  
GPO Box 5323  
SYDNEY NSW 2001

### Dust Diseases Care

GPO Box 5323, Sydney, NSW 2001

**General Phone enquiries:** 1800 550 027

Fax: (02) 9279 1520

Email: [feedback.care@icare.nsw.gov.au](mailto:feedback.care@icare.nsw.gov.au)

[www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)