

# Complaints and Feedback Policy

The Deaf Society wants to provide excellent service to all customers. We view feedback and complaints as an opportunity to improve our services. We actively support customers and others to give us feedback and/or make complaints.

Customers have the right to:

- give feedback and make complaints,
- be supported by the Deaf Society to give feedback and make complaints,
- have an external advocate support them in giving feedback and making complaints,
- have feedback and complaints dealt with openly, fairly, and quickly, and
- complain to external bodies about the Deaf Society, our staff or services.

There is a flyer for giving feedback or making complaints called “*We Want Your Ideas!*” This flyer is displayed in reception and promoted to new customers of the Deaf Society and on our website here: <https://deafsociety.org.au/about/page/policies>.

## Contents

[Contents](#)

[Giving Feedback](#)

[Making a Complaint](#)

[Access](#)

[Responding to Complaints](#)

[Handling Complaints](#)

[Internal Review](#)

[External Review](#)

[Records](#)

[Reporting](#)

[Review of Causes](#)

[Academic Appeals](#)

[Anonymous Feedback or Complaints](#)

### THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietyofnsw.org.au](http://www.deafsocietyofnsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



[Complaints not Formally Lodged](#)

[Access to Complaints Records](#)

[Unreasonable Complainant Conduct](#)

[Retribution](#)

[Examples of Feedback and Complaints](#)

[Responsibilities](#)

[Related Documents](#)

The Deaf Society wants to provide excellent service to all customers. We view feedback and complaints as an opportunity to improve our services. We actively support customers and others to give us feedback and/or make complaints.

Customers have the right to:

- give feedback and make complaints,
- be supported by the Deaf Society to give feedback and make complaints,
- have an external advocate support them in giving feedback and making complaints,
- have feedback and complaints dealt with openly, fairly, and quickly, and
- complain to external bodies about the Deaf Society, our staff or services.

There is a flyer for giving feedback or making complaints called “*We Want Your Ideas!*” This flyer is displayed in reception and promoted to new customers of the Deaf Society and on our website here: <https://deafsociety.org.au/about/page/policies>.

## Giving Feedback

Feedback is anything positive, negative, or neutral that a customer tells us about the Deaf Society, Deaf Society staff, or Deaf Society services. Feedback includes when a customer is unhappy with something which is resolved without a formal investigation.

Customers can give us feedback at any time by talking to one of our staff or using the “*We Want Your Ideas!*” flyer available on our website [here](#). Feedback can also be given by social media but we may be limited in our ability to respond directly to feedback given through social media.

If the feedback is negative and not a formal complaint, the staff member who receives the feedback

### THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



has the authority to:

- fix the problem if they can,
- ask their supervisor for support in fixing the problem, or
- support the customer to make a complaint as appropriate.

We aim to respond to feedback within 5 days and take any action needed as soon as practical. The timeframe can vary depending on the problem that needs fixing.

If the feedback seems to be about something very serious (e.g. a crime or a breach of customer rights) the staff member must tell a manager or executive manager, and should encourage the customer to make a formal complaint. The relevant manager or executive manager will decide on appropriate action and inform the CEO.

If the feedback is positive, the Deaf Society may remove the customer's name and send it to the relevant staff to encourage them in their work. The Deaf Society may also use the positive feedback (without the customer's name) to promote the Deaf Society Services, as long as it does not break confidentiality.

## Making a Complaint

Complaints are anything a customer believes is unfair or that makes them unhappy with our services, and which is not fixed by giving feedback to one staff member or their manager. Complaints can be made about any of our policies, facilities, services, or staff members.

Customers can make a complaint at any time by [writing to us](#), [requesting a meeting](#) with their preferred contact person, sending us a video in Auslan, or using the Complaints Brochure (*"We Want Your Ideas!"*) available on our website [here](#).

People can choose to give feedback first or to make a formal complaint straight away. We encourage customers to give feedback first, but they are free to do either.

Complaints must be specific and clear and must say:

- what the problem is
- suggested solution/s

### THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



Complaints are confidential.

There is no charge for making a complaint to the Deaf Society.

The Deaf Society will not treat anyone differently because they have made a complaint.

Anyone with a genuine concern in the matter can make a complaint - they do not have to be the person directly affected. However, we will not accept complaints if we consider they are unjustifiable interference or if they are from someone without a genuine concern in the matter. "Concern" means not only that the person is worried about the matter, but that they are also in some way genuinely involved or affected by the matter.

If a customer has a problem that a staff member is able to help them solve as a normal part of the service, this is not a complaint. The staff member will record this in case notes as usual, but not in the Complaints Register.

## Access

People who wish to complain are encouraged to involve a support person if they want to.

If an interpreter is necessary for a meeting with us and the person making the complaint would like to book an interpreter from another agency, the Deaf Society will pay the interpreting cost.

If the person making a complaint uses a language other than English or Auslan, they may use the Telephone Interpreting Service (TIS) during meetings with the Deaf Society regarding their complaint. Deaf Society will pay the TIS fee.

Complaints are usually received at Deaf Society offices, but the Deaf Society will consider requests to receive the complaint at any reasonable location.

In some circumstances, the Deaf Society will allow an outside contact person of the customer's choosing to access information about the complaint on their behalf during the complaint process. Examples of possible contact people might be a Power of Attorney or another family member authorised to act on the person's behalf.

## Responding to Complaints

The Deaf Society will acknowledge the complaint within 5 days. The Deaf Society will then investigate the claims and will update the person who lodged the complaint within 14 days. If it will take longer than 14 days to investigate the complaint, the person who gave the complaint will be informed why it

### THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



will take longer and when they should expect a response.

Deaf Society will keep customers informed and will respond to complaints in the language in which the complaint was originally received. If the complaint was received in Auslan, communication from the Deaf Society will also be in Auslan.

Our Social Media Policy has special procedures for responding to feedback/complaints via social media.

If the complaint involves criminal allegations, the CEO will inform the police. The Deaf Society will not investigate criminal matters but will fully support police investigations.

## Handling Complaints

### Receiving the Complaint

When a complaint is received, it will be given to the CEO who will appoint an Investigating Officer, usually within 2 working days. The Investigating Officer will usually be a senior staff member (manager level or above). The CEO will consider appointing an external investigator if the complaint involves a minor, includes allegations of sexual impropriety, or is about more than one staff member. Police matters will be reported to the Police.

The Investigating Officer will contact the person who complained within 5 working days to inform them:

- that the complaint has been received,
- that they may involve a support person at any stage of the complaint process,
- the name of the Investigating Officer,
- what to expect during the investigation (including inviting them to a meeting if required),
- how long it will take (with an explanation of the expected delay if this is longer than 14 days), and
- how the complaint will be documented.

### Investigating the Complaint

The Investigating Officer will investigate the complaint. This may involve:

- talking to the complainant
- talking to the staff member or person the complaint is about and getting their perspective
- talking to any witnesses
- requesting and reading any written records about the incident
- discussing possible courses of action with staff who need to be involved in solutions (while preserving confidentiality)

#### THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/en/contacts/voice/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



- working with the person who made the complaint as appropriate to identify goals and possible solutions.

“Natural justice” must be observed. Natural justice means that all people involved must have the chance to express their point of view.

The investigation will cover all aspects of the complaint so that nothing is left outstanding at the end of the investigation. However, the investigation must remain relevant to the original complaint (e.g. not investigate incidents that happened at other organisations, or things that happened before the problem that the complaint is about).

### Responding to the Complaint

The Investigating Officer will contact the person who made the complaint with the outcome of their investigation within 14 days (or a longer timeframe as communicated to the customer). They will explain:

- the result of the investigation
- reasons for the Investigating Officer’s decision
- proposed action
- timeframe for the proposed action

The communication will give an open and honest apology for any inconvenience or distress the Investigating Officer found was caused by the Deaf Society or Deaf Society staff.

If it is not possible to give the person who made the complaint what they want, the Investigating Officer should still take any reasonable steps they can to improve the situation.

### Closing the Complaint

The complaint will be formally closed when:

- all follow up actions according to the Investigating Officer’s decision have been allocated,
- the person making the complaint is satisfied with the outcome of their complaint and all follow up actions have been allocated,
- the person withdraws their complaint,
- the person making the complaint does not respond to a request for information/meeting within 14 days,
- the Investigating Officer can find no grounds for the complaint, or
- the Investigating Officer cannot proceed with the investigation because of lack of information or because of confidentiality constraints imposed by the person making the complaint.

When a complaint is formally closed, this will be communicated to the person who made the complaint

#### THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietyofnsw.org.au](http://www.deafsocietyofnsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



and documented in the Complaints Register.

### Following Up on the Actions

The Investigating Officer will inform the relevant staff about actions needed to prevent the problem occurring again, for example:

- processes that need to change
- policies that need to change
- facilities that need to be improved
- disciplinary action that needs to be taken

Staff will complete follow up actions within agreed timeframes as communicated to the customer.

## Internal Review

If a Complainant is not happy with the result of their complaint, they may request an internal review of the investigation by lodging an appeal in writing or in Auslan within 14 days of receiving the result of the investigation. If they consider that there are good grounds for internal review, the CEO will delegate a new Investigating Officer who will examine the original documentation and gather additional evidence as required. They will respond to the Complainant as above, within 14 days, outlining the reasons for their findings.

## External Review

If a person is not happy with the result of their complaint, they can contact another organisation to lodge a complaint about the Deaf Society. The organisation they choose to contact will depend on the service or staff member they are complaining about.

Any recommendations from external review will be directed to the Executive Team which will ensure that appropriate action is taken. Actions will be determined and delegated within 30 days of receiving the recommendations.

Organisations that can take complaints about the Deaf Society include:

Complaints about our NDIS services go to the NDIS Commission:

<https://www.ndiscommission.gov.au/about/contact> (See under Complaints)

NSW Ombudsman

Under the *Community Services (Complaints, Review and Monitoring) Act 1993* (NSW) customers have

### THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



the right to make a complaint about the Deaf Society to the NSW Ombudsman.

Ph: 02 9286 1000

Toll free (outside Sydney metro): 1800 451 524

Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

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

Fax: 02 9283 2911

ACT Human Rights Commission

Complaints about our NDIS services in the ACT can be directed to the ACT Human Rights Commission:

<http://hrc.act.gov.au/complaints/>

For complaints about our Education Services:

*National Training Complaints Hotline (NTCH)*

Ph: 13 38 73 - Please select option 4

*Australian Skills Quality Authority (ASQA)*

Ph: 1300 701 801 - Please select option 5

Web: [www.asqa.gov.au](http://www.asqa.gov.au)

Mail: 255 Elizabeth St, Sydney NSW 2000

The Deaf Society's RTO code is 91243

*Smart and Skilled*

Ph: 13 28 11 or 1300 772 104

Web: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

Mail: Training Services NSW, NSW Department of Industry, Level 12, 1 Oxford Street, PO Box 960  
Darlinghurst NSW 1300

Email: [smartandskilled.enquiries@industry.nsw.gov.au](mailto:smartandskilled.enquiries@industry.nsw.gov.au)

*Skilled Capital*

Ph: (02) 6205 8555

Web: <https://www.skills.act.gov.au>

Mail: Skills Canberra , Chief Minister, Treasury and Economic Development Directorate , GPO Box 158  
Canberra ACT 2601

Email: [skills@act.gov.au](mailto:skills@act.gov.au)

#### THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/people/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



For complaints relating to products and services (e.g. Interpreting):

*Office of Fair Trading*

[http://www.fairtrading.nsw.gov.au/ftw/About\\_us/Online\\_services/Lodge\\_a\\_complaint.page?DCSext.ref=Homepagecomplaintclick](http://www.fairtrading.nsw.gov.au/ftw/About_us/Online_services/Lodge_a_complaint.page?DCSext.ref=Homepagecomplaintclick)

For complaints relating to privacy:

*The Office of the Privacy Commissioner*

Ph: 1800 363 992

TTY: call NRS then 1300 363 992

Fax: (02) 9284 9666

Mail: GPO Box 5218, Sydney NSW 2001

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

For complaints about discrimination:

*The Australian Human Rights Commission*

Ph: 1300 369 711 (local call) or (02) 9284 9600

Email: [complaintsinfo@humanrights.gov.au](mailto:complaintsinfo@humanrights.gov.au)

For reporting claims of abuse and neglect in government funded services:

*The National Disability Abuse and Neglect Hotline*

Ph: 1800 880 052

TTY: 1800 301 130

Fax: (02) 8412 7199

Mail: PO Box 126 St Leonards NSW 1590

Email: [hotline@workfocus.com](mailto:hotline@workfocus.com)

This list is not exhaustive, but covers the main organisations that could take complaints about the Deaf Society.

#### **THE DEAF SOCIETY OF NSW**

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



# Records

## Feedback

Managers and executive managers will document feedback for the services they oversee according to the rules of their funding contracts and the laws that govern their service. Documentation may include:

- who gave the feedback
- when they gave it
- what the feedback was about
- what action was taken as a result of the feedback
- when the action was taken as a result of the feedback
- whether the action was effective

Feedback must be saved in a logical central location (for example in a [Feedback Register](#) or Continuous Improvement Register compliant with relevant funding contracts) with appropriately restricted access permissions.

## Complaints

The investigating officer will document all complaints in the access-restricted [Complaints/Grievance Register](#). A copy of the original complaint, all correspondence about the complaint, minutes of all meetings about the complaint, and a copy of the response letter/video will be filed in the [Complaints/Grievance Register](#).

Deaf Society will keep all complaints records for 6 years after the last action. It is a DSS requirement that grievance records be kept for 6 six years after last action, unless legal action or litigation is underway, in which case the records must be kept for 6 years after the matter is resolved.

# Reporting

The CEO will report on complaints to the Deaf Society Board of Directors at every board meeting, but will not usually include names of customers or staff in the report unless this is necessary for appropriate risk management or legal compliance.

All staff will also follow any requirements under the [Mandatory Reporting Policy](#) when handling complaints.

The CEO will also report any police matters or other serious matters to any funding bodies whose contract with the Deaf Society requires serious matters to be reported.

## THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



# Review of Causes

The Executive Team will review the *Complaints/Grievance Register* annually, using the *Complaints Register Review Tool*, to identify systemic causes and prevention strategies.

# Academic Appeals

The Deaf Society is an RTO and also has a separate Assessment Appeals Policy which can be found in the Student Handbook [here](#).

# Anonymous Feedback or Complaints

Feedback and complaints may be submitted anonymously and we will read and follow up as far as is reasonably possible. However, if a complaint is anonymous we may be limited in our ability to investigate or implement changes.

# Complaints not Formally Lodged

If a person raises a serious matter about the Deaf Society with a staff member, but does not wish to make a complaint, the staff member must tell their manager (or another manager if necessary) who will document it in the Complaints Register and on a Complaints Record Form with an explanation that it was not formally lodged.

As far as possible, the matter will be handled as a complaint and actions will be taken to ensure that the problem is resolved. Customer confidentiality and preferences must be respected at all times. This may mean that there are limits to how far it can be investigated and how much the Deaf Society can do.

# Access to Complaints Records

Requests for access to records of complaints will be handled by following the Deaf Society's Privacy Policy found here: <https://deafsociety.org.au/about/page/policies>

## THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



# Unreasonable Complainant Conduct

If a complainant appears to be making unreasonable demands, being unreasonably persistent or otherwise behaving unreasonably in relation to a complaint, this will be referred to the CEO who will follow the Board's policy on Handling Unreasonable Complainant Conduct.

Some behaviours are always considered unreasonable, such as overt anger, violence or threats. The Deaf Society places the highest priority on the safety and wellbeing of its staff and may refuse to handle complaints from complainants who display these behaviours.

## Retribution

Retribution against any person for giving feedback, making a complaint, or even discussing the possibility of making a complaint, is strictly forbidden. Retribution means treating a person badly in any way because they have given feedback, made a complaint, or discussed the possibility of making a complaint. Retribution is against the law and has serious penalties.

## Examples of Feedback and Complaints

Some examples of feedback are:

- a student would like to congratulate Education Services for providing a great Auslan Community Course
- a customer tells an reception staff that the chairs need to be fixed
- a customer suggests that the Deaf Society could have a morning tea for customers every two months
- a customer suggests that their case worker should arrive 5 minutes early to appointments rather than 5 minutes late

Some examples of complaints could be:

- a student complains that another student is regularly coming to class half an hour late which is disrupting the class and the teacher seems to be ignoring the issue
- a customer of the interpreting service complains that an their interpreter did not show up and they were not informed
- a deafblind customer complains that they cannot access the Deaf Herald newsletter

Some examples of complaints that might be police matters:

- A customer complains that a case worker has been violent

### THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](https://www.skype.com/name/deafsocietyofnsw)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient



- A customer complains that a case worker drove to pick them up while under the influence of alcohol

## Responsibilities

The CEO is the Complaints Officer for the organisation and is responsible for appointing investigating officers, making decisions in cases of uncertainty or dispute, and reporting to the Board. The CEO is also the Consumer Protection Officer for students studying under the Smart and Skilled Program.

Staff must ensure that they are familiar with this policy. The Code of Conduct, which staff sign yearly, contains reminders about key responsibilities. All relevant staff will be informed when any part of this policy changes.

Deaf Society welcomes feedback on this policy from all customers and stakeholders.

## Related Documents

Related policies:

- [Social Media Policy](#)
- [Privacy Policies](#)
- Assessment Appeals Policy available in the [Student Handbook](#)

Related files/templates:

- [Complaints and Feedback Registers](#)
- [Complaint / Grievance Record Form](#)
- [Complaints Register Review Tool](#)

*This policy is covered in the staff induction program. Cross-check changes.*

### THE DEAF SOCIETY OF NSW

Level 4, 69 Phillip Street,  
Parramatta NSW 2150  
Email [info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

Ph (02) 8833 3600  
Skype [deafsocietyofnsw](#)  
TTY (02) 8833 3691  
Fax (02) 8833 3699

ABN 21 952 195 236  
ACN 000 012 288  
Registered Charity No. 1026  
Deductible Gift Recipient

