

A watercolor-style landscape painting. The top half shows a warm, orange and red sky, suggesting a sunset or sunrise. Below the sky are dark, blue mountains. The middle section features a body of water in shades of blue and teal. The bottom half consists of rolling green hills. The overall style is soft and artistic.

WARRAH
LIVING LEARNING GROWING

Winter News 2020

INSIDE

° From the Board	3
° From the Executive	4
° Disability Services	5
° Quality Assurance	6
° Warrah Specialist School	7
° Community Development	8
° Staff and Volunteers	9
° Warrah Farm	10
° Warrah Farm Enterprises	11

ABOUT WARRAH SOCIETY

Based in Sydney's North West, Warrah Society is an experienced NDIS provider of supports for adults and children with disability in a diverse range of settings and services. Guided by the philosophy of Rudolf Steiner, we strive to know each unique individual, and to support them in the choices they have made for their life's journey. Warrah:

- Is registered by the NSW Department of Education as a Special School from K-12
- Is a registered provider of a broad range of supports under the National Disability Insurance Scheme (NDIS)
- Delivers Supported Independent Living, a range of Community Support Services, Community Courses & Workshops, Short Stay Accommodation, and In-Home Support
- Is approved to provide Support Coordination
- Is an approved Housing Provider for Specialist Disability Accommodation
- Holds Certification since 1994 for Warrah's Biodynamic Farm
- Is a registered charity.

Upcoming Events

Mid-Winter Festival
Monday 22 June

Lantern Festival
Friday 7 August



Front Cover - *'Winter Sunset'*

Painted by Michael Bauer

Winter Holidays

School

Last day Friday 26 June
Students return on Monday 20 July

Farm Shop

Closed Monday 8 June
(Queen's Birthday Public Holiday)

Office

Closed Monday 8 June
(Queen's Birthday Public Holiday)

CONTACT US

Warrah Society
20 Harris Road, Dural NSW 2158
PO Box 357 Round Corner NSW 2158
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www.warrah.org



From The Board

In my last contribution I mentioned that there is always plenty to keep us busy at Warrah and that no doubt 2020 would throw up its fair share of new challenges. At the time I wasn't even remotely considering that a global pandemic was about to hit the world the likes of which hasn't been seen in over 100 years.

One of the important roles of any Board is to help the organisation manage risk. For the Warrah Board, the safety of our residents, participants, students and staff is always a focus but that has never been more the case than in the last couple of months.

Through our continuous and open dialogue with the management team, the board looks to identify any weaknesses in our risk management strategies. Are there things we could be doing better? Is there something that has been missed? Where can we improve?

In what has been a rapidly changing environment complicated by the mixed messages and an often disappointing absence of any disability specific advice from the various authorities, the Board has been thoroughly impressed by the 'plan for the worst and hope for the best approach' from the team which left us feeling extremely confident everything that could be done was being done and we hope that you – our community – have felt as confident and informed as we have over the last couple of months.

Putting comprehensive plans in place is one thing, but the success of any plan relies on those tasked with 'making it work' and for that we need to pay tribute to the Warrah staff as a whole for showing high levels of flexibility, adaptability and commitment to the organisation in extraordinary circumstances. In addition, we would like to acknowledge the co-operation from our families – some of the distancing protocols around visiting and interacting with residents are emotionally challenging but we hope that everyone agrees that they are pragmatic and necessary for the time being.

Whilst safety is always paramount, overseeing financial risk is another important responsibility of the Board. With many organisations throughout Australia and the world finding themselves in a severe financial

predicament because of the impact of the virus, it's critical to be continually assessing the impact on our own organisation.

Whilst we are not immune to the financial impact, we are very lucky. The vast majority of our funding is government sourced and therefore is very stable for the moment and operationally the majority of our services continue to run at full or close to full capacity. Whilst all our service models have needed to adapt, everyone has been working hard to ensure that the overall impact on services is as limited as possible.

We are confident that our current financial position remains robust and we look forward to adapting and building on our solid foundations and moving forwards together - whatever the situation or circumstances that are thrown at us next.

Finally, we also look for your support as we launch our 2020 Tax Appeal. This year we are looking to raise funds to expand the Outdoor Practical Crafts and Skills Program to introduce blacksmithing forge work, clay and pottery making and leatherwork. Having the opportunity to pursue engaging and practical skills is an important part of our unique approach at Warrah and we look forward to your help in contributing to this.

Steve Malin

Chairperson, Warrah Board

Winter Solstice

Behold the sun
Upon the midnight hour
And build with stones
Upon the bare ground

So find in desolation
And in the deep (death) dark night
Beginning, new creation
The morning's youthful might

The heights will be revealing
The God's eternal word
The deeps securely sealing
The peaceful treasure hoard

In darkness living
Create an inner sun
In matter weaving
The spirit joy is won

By Rudolf Steiner

From The Executive

Much of our time has been consumed addressing the sudden interruption that COVID-19 has brought to our lives and to the Warrah Community. The Executive and leadership team have worked quickly to implement changes in relation to the public health orders issued and staying abreast of the latest health information.

We are proud to report that Warrah swiftly introduced a number of measures early, including some social distancing measures well ahead of others in the Disability sector. With the needs of our most vulnerable participants weighing heavy, we were faced with some tough but necessary decisions. Our strategies have included delivering a scaled back version of Community Support Services (CSS) that ensured continuity of support for all Warrah residents. Where possible and safe to do so, we continued to provide 1:1 services to our CSS participants.

Rostering was and continues to be a carefully analysed and planned process to ensure minimal crossover of staff between sites. We are extremely grateful for the cooperation of our staff who have been stretched and tested during this time. Our office staff also stepped up as they were configured to work from home wherever possible. The school brought the Easter School holidays forward one week, sent home activity packs and re-opened school based and home based learning for all families on 20 April.

Warrah Farm Shop has seen a tremendous increase in customers over the past couple of months and several measures were needed to protect our participants, staff and customers. A hygiene station was installed for customers and the number of customers in the shop at any time was limited.

Unfortunately we had to cancel the Mother's Day High Tea this year, but look forward to coming together again as a community in the not too distant future.

It must also be said that the cooperation from all of families has been terrific and we genuinely appreciate the support you have shown in cooperating with all infection control processes. It was lovely to facilitate some recent family visits at Warrah where we could practice social distancing while still connecting with each other.

David Forfar, Jan Fowler, Craig Gouws
Warrah Executive

Watercolour Sessions

Some of the wonderful artworks created in the watercolour sessions over the last couple of months:





Disability Services

COVID-19

Due to COVID-19, Easter was celebrated a little differently at Warrah than in previous years. Each of Warrah's houses took the opportunity to celebrate at home, rather than coming together as a whole. It was still a lovely celebration at this special time of the year.



Emily (left) and Stephen (right) celebrating Easter

We have had a strong focus on keeping active whilst maintaining our social distancing and for Warrah residents, our CSS programs have continued from home. Residents have maintained physical activity with walks and we have even managed to organise a sports circuit and watercolour painting sessions at Warrah's main campus, for individual house groups. It has also been a time for us to enjoy productive activities at home such as getting into our gardens and baking. I know there is a beautiful veggie garden coming along at Waratah. With the recent cooler weather there has been a myriad of art and craft happening at the houses as well.

Community Courses

We have unfortunately needed to make the difficult decision to cancel our Term 2 Community Courses, based on Government guidelines and directives, and our absolute commitment to ensure the safety of our participants and staff. We are hopeful that we will be able to run the Term 3 courses, which will be promoted on the Warrah website.

TAFE Program

Our TAFE program has also been put on pause during COVID-19. However, we are currently discussing the recommencement of this with TAFE and we hope to have this valuable program up and running again soon

as it contributes so much to the projects underway on campus, including the redevelopment of the spiral garden.

Staff Farewell

At the end of January, we also farewelled Senior Coordinator Michelle McKenna who left us for personal reasons and has relocated to the Blue Mountains to be closer to family. We have restructured Michelle's work and Sandra Quisumbing has taken the reins across all of our Accommodation Services and In-Home support services. Our CSS Operations Manager, Alida Pruys is taking care of the Short Stay Accommodation and After-School Hours Program. The After School Hours Program will soon transition to sit within Warrah Specialist School and families in that program will have been contacted by now with this update.

New Residents

We are delighted that Waratah Cottage's new residents, Jacqueline and Amanda have moved in and are settling in well. Jacqueline attends Warrah's Community Support Services program during the week. Amanda attends the Endeavour Foundation in Castle Hill doing literacy classes and packaging work.



Jacqueline (left) and Amanda (right) enjoying art and crafts at Waratah

Finally, I would like to extend a huge congratulations and thank you to all of the amazing staff at Warrah who have pulled together and got on with the job under the difficult veil that COVID-19 has brought to us. Many staff members have delayed long overdue holidays and important visits to family members far and wide. We do appreciate your effort. We see it every day and we are truly humbled by your commitment.

David Forfar

Executive Manager, Disability Services



Quality Assurance

Warrah is committed to creating an environment that encourages feedback and complaints from our participants, their families, friends, carers, advocates and other key stakeholders. By providing feedback to Warrah this will assist us to understand what is important to our participants and how Warrah can look at opportunities to improve the quality of services we provide.

Warrah's Feedback and Complaints framework is designed to ensure that:

- Anyone has a right to provide feedback or make a complaint
- Warrah will treat you with respect
- Warrah has proactive ways of seeking feedback
- A complainant will not be disadvantaged because of raising a complaint
- Staff are equipped to manage complaints and disputes, and every attempt is made to resolve issues at the local level
- There is a timely response when feedback or complaints are lodged
- Warrah's complaints process is clearly communicated and accessible
- Warrah offer a sincere apology when a person is unhappy with any aspect of our services
- Complainants are supported to seek external supports/review when they are dissatisfied with Warrah's complaint process/outcome
- Warrah will monitor and analysis the feedback and complaints received as an opportunity for continuous improvement of our services.

If you have feedback or concerns about your current NDIS supports or services provided by Warrah, it is important that you talk to a Warrah staff member so that they can assist you in resolving your concerns.

Please refer to enclosed brochure on Warrah's Feedback and Complaints Framework. If there are additional resources or information you require on Warrah's Feedback or Complaints Management System please do not hesitate to contact me on 9651 2411.

Kerrie-Maree Boorer
Quality Manager

Outdoor Classroom - Experiential Learning Teacher & Practitioner Training At Warrah



Participants will gain the skills to develop practical, hands-on activities which are site specific, age appropriate, low cost and sustainable. The course this learning journey takes is through six fields of meaning-seeking and meaning-making. Note that previous training dates in April and July were cancelled due to COVID-19.

Training Dates:

5 - 9 October

Cost:

\$700 pp

Location:

Warrah - 20 Harris Road Dural

Accommodation:

Onsite accommodation and camping available on Warrah's Campus

To Enrol:

Contact John Lawry on lawry.john@gmail.com or phone +64 21125 7817

To organise Accommodation:

Contact Jan Fowler on jfowler@warrah.org or phone 9651 2411

Winter Verse

Deep in the ground of the human soul,
Of victory assured,
The Spirit-Sun is living
All through the winter of the inner life
The faithful heart divines it.

By Rudolf Steiner



Warrah Specialist School

Warrah School has managed to maintain its learning delivery throughout the COVID-19 health crisis with some minor modifications to timing and program delivery.

As we moved into colder winter days from the lovely fresh autumn ones, the challenge grew to stay outdoors but gumboots, warm hats and coats make many things possible and it is part of the seasonal experience for students to live and work through each season in its fullness.

The theme for Term 2 has been 'The Earth on which we Stand' and for Term 3 will be 'Life Cycles', so Warrah's property and environment is the perfect learning ground for us. We have explored the farm with more focus, learning and shared in the development of the new horticulture therapy garden in the spiral garden, improved our skills in caring for the school gardens and explored the wilderness around Warrah with many great discoveries and finds.



School students have planted beans and erected a bamboo structure to support the climbing beans

Staff and volunteers put together kits filled with work, reading, crafts and activities for students when school shut one week early for Easter holidays. The home based learning has continued for those who chose to keep their children at home and has offered a rich and varied program to the students. We have been impressed and grateful for the support, interest and feedback from parents also.

I hope you have all had time to look at the new school website which was launched in March. It is a lot more

detailed with information on upcoming events, student life and learning, the enrolment process, getting involved in school life etc. You can view the website at: www.warrahspecialistschool.nsw.edu.au



Danny enjoying mud hut building with Mike

Given recent circumstances, we have had to cancel, modify or postpone some events. The planned school picnic will happen in Term 4, and the Outdoor Classroom training has been put back to the October holidays. Easter celebrations were home based and the Harvest Festival was held in groups to ensure everyone experienced the joys of this time while also practicing social distancing. The much loved Winter Spiral will be held as usual, being an event that can manage any social distancing requirements still in place. It will renew and warm the hearts of all.

Luckily for our students we were able to fit in one last visit to the Vision Valley Outdoor Education Centre before school finished for Term 1. It is with great disappointment that we learned they are closing their doors permanently.

Vision Valley has provided our students with such wonderful opportunities to extend themselves, to take well managed risks and surprise themselves with what they have been able to achieve. We have been impressed with the caliber of the staff there and proud of our students' achievements. We will miss this Centre and what it has offered greatly.

We submitted our required documentation for registration with NESA (National Education Standards Authority) in March and will have a formal on site inspection on July 22nd with what we hope will be the best outcome of another 5 years of registration.

Jan Fowler
Principal



Community Development

2020 Warrah Tax Appeal: Expansion of Outdoor Crafts and Skills Program

Through appeals, Warrah has been able to implement wonderful initiatives and improvements to our facilities, which make a difference to those we support. The financial generosity of families and friends of Warrah does make a significant difference in our community.

Having the opportunity to pursue engaging and practical skills is an important part of our unique approach at Warrah. In recent times we have initiated weaving, wood work and mud brick building which has enabled the people we support to recognise their capabilities and positively contribute in an enjoyable and productive way.

For this appeal, we are seeking your support to expand our practical crafts program into other areas. Our vision is to introduce blacksmithing forge work, clay and pottery making and leatherwork which requires the purchase of new equipment and materials. Students and adult participants from Community Support Services will engage in these new activities, with resources and training shared across the organisation.



Blacksmithing forge work - making spoons

There is much research to show that our people learn and thrive when engaged in experiential learnings that engage the hands in a rhythmic activity. Our children and adults experience the journey of concept, design, execution and completion through undertaking practical craft-based activities. This learning provides purpose, meaning, therapeutic benefits and an opportunity to build social connections. Our staff

observe remarkable improvements in confidence, socialisation and self-regulation as a result of immersing adults and children in these opportunities.

How to donate:

- Make a donation online via the donate button: <http://www.warrah.org/donate>
- Call the office on 02 9651 2411 to donate with your Master or Visa Card
- Send a cheque to the Warrah Society - PO Box 357 Round Corner 2158.

Trivia Night

On April 29 Warrah took part in an inaugural Trivia Night fundraiser, organised by the Rotary Club of Glenhaven. The evening raised funds for Warrah and drought relief. The event was a great success with a massive turnout of 27 tables competing to win. One of Warrah's tables came second overall! It was great to see Board members, Warrah staff, with friends and relatives, coming along to support the night. We are very fortunate to have received a generous donation of \$5,000 from the Rotary Club in May.

Donation of Assets

Waves Aquatic Centre in Baulkham Hills recently closed to undertake a large refurbishment. As a result of contacting the Hills Shire Council who manage the facility, we have had some useful items donated to Warrah. We were given a change table with hoist, a pool hoist, a couple of picnic tables and some marquees. The pool hoist will be installed at Waratah Cottage so residents can finally utilise the spa in the back garden.

Spring Raffle

Due to COVID-19, the annual Spring Raffle will not be taking place this year. With local businesses having to shut down and face difficult times it was considered inappropriate to approach businesses for donations.

2020 City2Surf

The 2020 City2Surf has been rescheduled due to COVID-19 and will now be taking place on Sunday 18 October. We hope that everyone will once again sign up to participate and to raise money to support students to learn, live and grow. We invite everyone to join the team and help fundraise for our fabulous school. To join the team, set up an individual fundraising page via this link: <https://city2surf2020.everydayhero.com/au/get-started> Once you have set up your individual page, search for 'Team Warrah' and select 'Join this Team'. Now you have been added to the team page!

Cindy Cunningham

Community Development Manager



Staff and Volunteers

Warrah Volunteers

With Australia and Germany closing their borders, this has been an unsettling time for our German volunteers from Friends of Waldorf. Freya returned home to her family in March, but Laurenz, Maren, and Nele decided to stay here and finish their volunteer year.

They continue to offer great support at the school and were also helping out in other areas of Warrah over the Easter holidays. We really appreciate their efforts and dedication to Warrah. We are currently waiting to see how things unfold with international travel for our next volunteer intake.



Freya returned to Germany in March

National Volunteer Week

National Volunteer Week (18—24 May) is the annual celebration to acknowledge the generous contribution of volunteers around Australia. This year the theme was “Changing Communities. Changing Lives.” Warrah was planning a thank you morning tea for volunteers on Wednesday 20 May as part of National Volunteer Week, but unfortunately this has had to be cancelled.

We are extremely grateful for the contribution that Warrah continues to receive from our volunteers, who give their time and energy to support Warrah’s community. It does not go unnoticed.

In addition to our tremendous German volunteers we would like to recognise Marianne Haylan, who runs our weaving program twice a week; Eileen Pruys who visits Waaia to provide company to participants; and to the Dural Men’s Shed volunteers who give their time to

Warrah students and adults, showing them carpentry skills and assisting them to create timber items.

New Staff

Below is the list of new starters who joined Warrah:

Yong Kwang Tang	Teacher
Festus Cheruiyot	Casual Support Worker
Mir Yousuf (Bobby) Ali	Casual Support Worker
Johane Nhiwatiwa	Casual Support Worker
Lucy Novelli	Casual Support Worker
Lupina Kunambi	Casual Support Worker
Sascha Tschepen	Sales Assist. & Delivery Driver
Alyssa Partington	Casual Farm Shop Sales Assist.

Evelyn Bush

HR and Payroll Officer

Casual Support Worker Positions

We are currently seeking motivated, empathetic and committed individuals to provide the highest quality person-centred active support on a casual basis across multiple locations in the North-West of Sydney. You will have a genuine interest to assist individuals in their home and in the community, supporting their personal growth in several areas including lifelong learning, leisure, self-care and health and wellbeing, meal preparation and domestic assistance, while supporting positive interpersonal, social and community relationships supporting individuals to achieve personal fulfilment.

We are accepting applications from flexible, reliable and resilient candidates, who are passionate, willing and able to mentor, inspire and support individuals to exercise contribution, self-determination and choice over their own lives.

Candidates will need to be available to work on a shift-work basis; this may include a combination of weekends, public holidays, overnight, morning and afternoon shifts.

If you are interested in working in a dynamic and supportive workplace that makes a positive difference in the lives of the residents we support, please send your CV and a cover letter addressing the selection criteria to Evelyn Bush at ebush@warrah.org For more information, please call 9651 2411 or visit www.warrah.org

*Please note interviews will not be held until July.



Warrah Farm

Goodbye summer! We say this with both relief and grief. The past summer cultivated a great amount of team work amongst the farm team, our amazing volunteers, and with the hard working shop crew. As this was our (Cameron and Steve's) first growing season at Warrah, we found that the Warrah Farm presents a unique experience, with challenges and opportunities that will make us both better farmers and people.

We had very testing conditions for growing during summer. These included low soil moisture due to drought, a smoky haze that seemed to linger all season and it was almost as if we were never going to reach the end. Looking back now, rugged up with a cuppa and the sun setting sooner, it seems like all a blur. Now we will take stock, breathe deep, and prepare ourselves and the farm for the coming season.

In March, the crew from Biodynamic Sydney visited us for their annual mission to prepare Horn Manure (500). This preparation is produced during the cooler months to use in spring as a fertilising spray. Fresh biodynamic cow manure is pushed into old cow horns and buried in rich topsoil for 4-6 months. Come spring, the horns are dug up and this beautifully fermented, nutrient dense compost is collected and used to enhance and rejuvenate the soil.



Cow horns buried in ground

The crops and weeds have all slowed right down, in almost a blink of an eye. Harvesting will also slow until the explosion of growth we call Spring! Winter is considered to be the time for soil's healing. A time where the polarities of animal, plant and mineral

combine in a rhythm of expansion and contraction, drawing from the Earth's energy and cosmic forces and preparing to erupt at the first hint of longer days.

At the moment in the ground is cabbage, kale, leeks, carrots, radish, chives and broccoli. The usual Warrah salad mix returns after a brief break in the nursery. With Rob's recent work with participants preparing seedlings, this means a return to Warrah Farm's seed-to-harvest that is a part of the farm's unique charm.

Also, with Rob working with the school students, the farm is seeing more activity from the school. The students help maintain the citrus trees, and now we have delicious oranges, lemons and grapefruits available in the shop thanks to their efforts. They also have helped stir and spread BD500, and collect cow poop from our resident cows to make a Cow Pat Pit (CPP). This will be collected after three to five months and will help to boost the farm's vitality and fertility. The teachers at the school have created a wonderful story to help the kids to understand and learn what they are doing, and why.



Chris picking lemons for the Farm Shop

When soils are depleted and ragged, pushed to the brink of their giving capacity, or "farmed" out. The presence of life in soil seems to disappear, and so acts only as a medium which anchors seed and crop. When Biodynamic principles and methods are applied, there is a return of soil health and life, and the vitality of living systems (all living systems) returns.

Cameron Quilty
Farm Manager

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E-NEWSLETTER**

Email farmshop@warrahfarmshop.org.au
Or subscribe via our website:
www.warrahfarmshop.org.au



Warrah Farm Enterprises

In times of great upheaval it's calming to focus on the simple things - like the power that comes from eating well, from understanding the provenance of your food and - if you take it to the next level - from growing that food yourself. So we have been delighted, and somewhat awed, to have sold more than two season's worth of seeds and seedlings in April alone!

In April we served 1000 customers in the shop and delivered 400 boxes of produce. The shortage of products available in other stores, coupled with the public's anxiety about shopping in supermarkets, gave us the opportunity to showcase Warrah's offering. Our ordering and in-store health and safety procedures very quickly had to evolve and ramp up. We managed to remain well stocked at all times. Many customers have complimented our strict implementation of Covid regulations – compulsory hand sanitisers, signage, regular cleaning of high touch surfaces, a perspex screen and face masks.

The Farm Shop introduced a home delivery service and welcomed two new team members to help us with the changes - Alyssa serving customers in the shop and Sascha doing the deliveries.



Box of fresh goodness for home delivery

The massive interest in backyard veggies has prompted us to put together a series of blog posts on our new website utilising the vast experience of our farmers. These posts get consolidated into our monthly newsletter, which now has around 1000 subscribers. Coming soon is a hands-on course for customers on backyard veggie growing.

The team has missed the interactions with our community of Warrah Society participants - the teams weighing the produce for the houses, those doing the coffee run and deliveries to distribution hubs and Billabong Retreat, the flower pickers and sellers, the footie fans and those choosing ingredients for shared lunches.

We have been delighted though to hear of all the gardening that has been taking place at Warrah's residential houses, and also to realise how much the local community appreciates and values Warrah Society.

"The greatest change we need to make is from consumption to production, even if on a small scale, in our own gardens. If only 10% of us do this, there is enough for everyone. Hence the futility of revolutionaries who have no gardens, who depend on the very system they attack, and who produce words and bullets, not food and shelter."

Bill Mollison

The Farm Shop Team

Winter Produce in Store

Greens: Cos Lettuce, Coriander, Black and Curly Kale, Parsley, Pak Choi, Rocket, Baby Spinach, Salad Mix, Silverbeet

Veggies: Green and Rainbow Beans, Beetroot, Broccoli, Green and Red Cabbage, Green and Red Capsicum, Orange and Purple Carrots, Cauliflower, Green and Red Chilli, Lebanese Cucumber, Daikon Radish, Eggplant, Fennel, Garlic, Ginger, Mushrooms, Brown and Red Onions, Shallots, Snow Peas, Swedes, Parsnips, Dutch Cream & Sebagago potatoes, Sweet Potato, Butternut & Japanese pumpkin, Cherry, Gourmet & Roma Tomatoes, Turmeric, Turnips, Zucchini

Fruits: Granny Smith Apples, Pink Lady Apples, Royal Gala Apples, Fuji Apples, Custard Apples, Shepard Avocados, Cavendish Bananas, Blueberries, Ruby Grapefruit, Honey Dew, Kiwis, Lemons, Limes, Navel Oranges, Pineapples, Quince, Rock Melons, Watermelon

A background image of green leaves and tree branches, slightly blurred, with a white curved banner at the bottom.

Warrah Farm Shop:

www.warrahfarmshop.org.au

We have two new websites!

A background image showing a child's hands holding a tablet displaying a colorful interface. In the background, a whiteboard has some drawings on it. The image is overlaid with a blue tint.

Warrah Specialist School:

www.warrahspecialistschool.nsw.edu.au

It's okay to make a complaint about the service you receive.

You can make a complaint by:

- **Calling Warrah** on 02 9651 2411
- **Writing a letter** to Warrah - PO Box 357, Round Corner, NSW 2158
- **Sending an email** to warrah@warrah.org
- **Speaking with** a Coordinator or Senior Manager at Warrah.

Complaints about disability services can also be made to the NDIS Commission by phoning 1800 035 544 or their website: www.ndiscommission.gov.au/

What happens when you make a complaint to Warrah?

1. We will take your complaint seriously.
2. We will treat you with respect.
3. We will ensure appropriate supports and assistance is provided to any person who wishes to make a complaint.
4. We will listen to you and talk with you about the issue.
5. An investigation of the complaint will occur within a week.
6. We will come to an agreement on how to make things better.
7. We will keep you informed of the progress of the complaint.
8. We will improve our service performance and practices where required.

At Warrah we will assess and resolve complaints in a fair, efficient and timely manner. All complaints are taken seriously and are kept confidential.

If you are not satisfied with the way your complaint has been handled by Warrah, you can contact an external agency.

<p>If you are not happy with the provider of your disability supports</p>		<p>NDIS Commission</p>	<p>Phone: 1800 035 544 Submit a complaint contact form at: www.ndiscommission.gov.au/</p>
<p>If you are not happy with the NDIA</p>		<p>Commonwealth Ombudsman</p>	<p>Phone: 1300 362 072 Email: ombudsman@ombudsman.gov.au www.ombudsman.gov.au</p>
<p>If you have experienced discrimination within the service</p>		<p>The Anti-Discrimination Board of NSW</p>	<p>Phone: 1800 670 812 www.antidiscrimination.justice.nsw.gov.au</p>
<p>If you are not happy with the service you bought</p>		<p>NSW Fair Trading</p>	<p>Phone: 13 32 20 www.fairstrading.nsw.gov.au</p>
<p>If you have a complaint about a break in your Human Rights</p>		<p>Australian Human Rights Commission</p>	<p>Phone: 1300 369 711 9284 9600 TTY 1800 620 241 www.humanrights.gov.au/disability-rights-homepage</p>
<p>If you need support from an Advocate service</p>		<p>Disability Advocacy Finder</p>	<p>www.disabilityadvocacyfinder.dss.gov.au</p>