

<b>Policy</b>	<b>G4SP3</b>
<b>Feedback, Compliments and Complaints</b>	
<i>Created: 26 November 2018</i>	<i>Review: 19 Nov 2021</i>

## 1. Purpose

The purpose of this document is to outline the process for lodging Feedback, Compliment and Complaints regarding Guides 4 Sight staff or services.

## 2. Scope

This process applies to all Guides 4 Sight clients and employees.

## 3. Legislation

Disability Services Act 1993:

[www.disability.wa.gov.au/Global/Publications/For%20individuals%20families%20and%20carers/legislation.pdf](http://www.disability.wa.gov.au/Global/Publications/For%20individuals%20families%20and%20carers/legislation.pdf)

National Standards for Disability Services – Standard 4

[https://www.dss.gov.au/sites/default/files/documents/12\\_2013/nsds\\_web.pdf](https://www.dss.gov.au/sites/default/files/documents/12_2013/nsds_web.pdf)

## 4. Definitions

**NDIS** – National Disability Insurance Scheme

**NDIA** - National Disability Insurance Agency [www.ndis.gov.au/participants](http://www.ndis.gov.au/participants)

**NDIS Quality and Safeguarding Commission:** an independent agency established to improve the quality and safety of NDIS supports and services:

<https://www.ndiscommission.gov.au/about/complaints>

**HaDSCO** - Health and Disability Services Complaints Office:

**PWdWA** - People With disability WA

**EDAC** - Ethnic Disability Advocacy Centre

**HCC** - Health Consumers Council

**MIDLAS** - Midland Debt Information and Advocacy Services

**'Employees'** includes office staff, support workers, coordinators, casual staff, volunteers or contractors who represent Guides 4 Sight in any capacity.

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## 5. Is there something you would like to tell us?

Whether it's a compliment or a complaint, we would like to know. Please contact us and let us have a chat with you about what it is you would like to tell us. We do not always know what you're thinking.

## 6. Providing feedback and compliments

It's nice to get feedback, it helps us to know that our business and employees are focused on the right areas or that we need to change our focus to develop new opportunities.

Compliments are greatly appreciated and are always passed onto our team of assistants, so they know they're doing well.

## 7. Making a complaint

If you would like to register a complaint whether you're a provider, a participant or a client, we appreciate an opportunity to work through what is happening so we can improve the situation.

### Option 1

You can register a complaint by discussing this with your Guides 4 Sight direct assistant if you feel comfortable doing this.

### Option 2

Contact Christine Tinley, Director, Guides 4 Sight, on 0438 599 956 or via email: [christine@guides4sight.com.au](mailto:christine@guides4sight.com.au) or if you prefer in writing by mail to: PO Box 2345 Ellenbrook WA 6069.

## 8. Alternative options

As an alternative, an independent Mediation service may be approached to assist in mediating a satisfactory outcome where a situation cannot be resolved.

Information can be found at [www.hadscowestern.com.au/complaints/](http://www.hadscowestern.com.au/complaints/) which is an independent Statutory Authority providing impartial dispute resolution for complaints relating to health, disability and mental health services provided in Western Australia and the Indian Ocean Territories.

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Independent advocacy is also available through:

- PWdWA - [www.pwdwa.org/](http://www.pwdwa.org/)
- EDAC - [www.edac.org.au/](http://www.edac.org.au/)
- HCC - [www.hconc.org.au/what-we-do/advocacy/](http://www.hconc.org.au/what-we-do/advocacy/)
- MIDLAS - [www.midlas.org.au/services/disability-advocacy/](http://www.midlas.org.au/services/disability-advocacy/)

## 9. Complaints or queries in relation to Government funding;

- a. NDIS participants can contact the NDIS Agency (NDIA) by calling 1800 800 110, visiting [www.ndis.gov.au](http://www.ndis.gov.au), visiting their office in person, or email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) for further information.
- b. You can request help from your Local Coordinator
  - Contact APM on 1300 276 522, or email [lac@apm.net.au](mailto:lac@apm.net.au) or go to [www.apm.net.au/ndis](http://www.apm.net.au/ndis)
  - Contact Mission Australia on 1800 88 88 68 or 08 9225 0400 or go to: [www.missionaustralia.com.au/what-we-do/disability-inclusion-and-support](http://www.missionaustralia.com.au/what-we-do/disability-inclusion-and-support)
- c. For information about the decision review and appeal process or complaints for services provided by Department of Communities ring the Disability Service's Consumer Liaison Service on 9426 9244, 1800 998 214 or email [clo@dsc.wa.gov.au](mailto:clo@dsc.wa.gov.au). 9426 9244 or go to [www.disability.wa.gov.au/wa-ndis/wa-ndis/consumer-feedback/](http://www.disability.wa.gov.au/wa-ndis/wa-ndis/consumer-feedback/)
- d. Alternatively contact the NDIS Quality and Safeguarding Commission website: [www.ndiscommission.gov.au/](http://www.ndiscommission.gov.au/)

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11/7/2017	Creation of document	CMT
10/6/2018	Addition HaDSCO information	CMT
26/11/2018	Deleted additional blank page (page 3)	CMT
19/3/2020	Reviewed	CMT
16/04/2020	Updated	AJB