

## Feedback, Compliments and Complaints

*Date Created: 11 July 2017*

*Review: 14 December 2021*

### 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

*National Disability Insurance Scheme Act 2013*

<https://www.legislation.gov.au/Details/C2013A00020>

*National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018*

<https://www.legislation.gov.au/Details/F2018L00634>

*NDIS Practice Standards*

*NDIS Code of Conduct*

*National Standards for Disability Services*

### 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:

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

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

Whether it is a compliment or complaint, we would like to know of your experience and view of our company and services provided.

## 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 perhaps we need to change our focus to develop and grow as a business.

Feedback & Compliments are greatly appreciated and are always discussed with our team.

## 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 and towards improving the situation.

### Option 1

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

### 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. Receiving a complaint

When we receive a complaint, we will ensure the person making the complaint and the person affected by the issue is

- Informed our complaints process
- Involved in the resolution process
- Informed of any implemented changes, actions taken and relevant outcomes

## 9. When a resolution cannot be achieved

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

Independent advocacy is available through organisations such as:

- People With disability WA - [www.pwdwa.org/](http://www.pwdwa.org/)
- Ethnic Disability Advocacy Centre - [www.edac.org.au/](http://www.edac.org.au/)
- Health Consumers Council - [www.hconc.org.au/what-we-do/advocacy/](http://www.hconc.org.au/what-we-do/advocacy/)
- Midland Debt Information and Advocacy Services - [www.midlas.org.au/services/disability-advocacy/](http://www.midlas.org.au/services/disability-advocacy/)

**HaDSCO** – is an independent Statutory Authority offering impartial resolution services for complaints relating to health, disability, and mental health services.

HaDSCO will continue to receive complaints about non-NDIS funded disability services in WA, and complaints about NDIS funded services that occurred prior to the commencement of the NDIS Commission on 1 December 2020, Information can be found at [www.hadsco.wa.gov.au/](http://www.hadsco.wa.gov.au/) or by calling 1800 813 583

**NDIS Quality & Safeguards Commission** – commenced in WA 1 December 2020 and takes complaints from anyone regarding NDIS funded services that may not have been delivered in a safe way or to appropriate standards. Information is available at <https://www.ndiscommission.gov.au/> or by calling 1800 035 544

## 10. Links for Western Australia;

**NDIS** participants can contact NDIA by calling 1800 800 110, visiting [www.ndis.gov.au](http://www.ndis.gov.au), visiting their offices in person.

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)

**Department of Communities**, information can be found at [www.disability.wa.gov.au/wa-ndis/wa-ndis/consumer-feedback/](http://www.disability.wa.gov.au/wa-ndis/wa-ndis/consumer-feedback/) or by calling 1800 998 214

Feedback, Compliments and Complaints		POL3
Date	Changes	Authorised
11/07/2017	Creation of document	CMT
10/06/2018	Addition HaDSCO information	CMT
26/11/2018	Deleted additional blank page (page 3)	CMT
19/03/2020	Reviewed	CMT
16/04/2020	Updated	AJB
14/12/2020	Update Q&SC/role of HaDSCO	CMT
27/05/2021	Updated and formatting edited	VRP