

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. Related Legislation and Policies

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

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, some constructive ideas 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 or if you prefer in writing by mail to: PO Box 2345 Ellenbrook WA 6069.

Option 3

Visit our website: <https://guides4sight.com.au/contact-us/>

Click the link Complaints or Compliments and complete the online form.

If you would like to remain anonymous, visit the website:

<https://guides4sight.com.au/external-links-and-resources/>

You can find a PDF copy of our Feedback, Compliments & Complaints Form under the heading Guides 4 Sight Policy & Procedures. Print a copy of the form and fill it out leaving the name section blank. Post it 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 of our complaints process
- Encouraged to have advocates of their choice attend with them at anytime they engage with Guides 4 Sight
- Involved in the resolution process
- Informed of any implemented changes, actions taken and relevant outcomes

9. What is our Complaints Process

Once we have received a complaint, it will be brought to the attention of the Director who will make contact with you (your nominee, authorised person or advocate) within 2 working days to discuss this.

- We will work with you to find a suitable resolution.
- Depending on the details, we may need more information by contacting relevant people to the complaint such as employees involved, nominees and/or other support providers.
- We will ask you how you would like to proceed such as contact via email, phone, or arrange a meeting with the relevant people involved.
- We will then ask how you would like to be notified of the resolution such as verbally, written or documentation.

10. 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/
- Ethnic Disability Advocacy Centre - www.edac.org.au/
- Health Consumers Council - www.hconc.org.au/what-we-do/advocacy/
- Midland Debt Information and Advocacy Services - 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/ 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

11. Links for Western Australia;

NDIS participants can contact NDIA by calling 1800 800 110, visiting 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 or go to 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

Department of Communities, information can be found at 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
16/11/2021	Updated Complaints Process	AJB