



Disability Services

Community and Home Support SA

Information Sheet

Complaints

Disability Services recognises the right of people with disability and their families/carers to raise problems and have them addressed. We will support you throughout the complaint process and value your comments because they help to shape our services to better meet your needs.

What you can do

Firstly talk to the person who has been working with you. Let them know if you are not satisfied with something so they have a chance to fix things as quickly as possible.

You may prefer to speak to someone more senior, such as the manager or team leader of the area.

Making a formal complaint

If you haven't been able to resolve a concern, you may wish to make a formal complaint. You can do this by:

- ▶ Deciding whether you need help to make the complaint (eg family, friend, interpreter or advocacy service).
- ▶ Deciding who you wish to receive the complaint. This may be the manager or team leader, the Director or Executive Director.
- ▶ Making your complaint formal by putting it in writing to that person by:
 - filling out a Consumer Complaint form, which is available from Disability Services offices. Staff can help you fill out this form if you wish.
or
 - writing a letter and including your name, address, contact details and a description of what you are unhappy about, the service and/or people involved, the location, etc.
or
 - contacting a staff member and asking them to record the complaint for you.

Please Note: If your complaint relates to allegations of a criminal nature it should be directed to the Executive Director Disability and Domiciliary Care Services, Lvl 8 Riverside Centre, Adelaide 5000 (marked 'confidential'), and to the police.

What will happen next?

When you make a written complaint you will be contacted by the person to whom you directed the complaint, or by a person helping them, within five working days of us receiving the complaint.

Privacy information

All documents relating to complaints are kept separately from client, personnel and administration files and are retained in accordance with the *State Records Act 1997* and the *Code of Fair Information*. Your complaint will be entered onto a confidential central database. This helps us to monitor complaints and improve services.

Know your rights

- ▶ You will not be disadvantaged by making a complaint.
- ▶ You can get support to help you to make a complaint.
- ▶ You can give us extra information to support your complaint and you can ask us for information to help you explain the issue.
- ▶ You can ask how the person or service you complained about responded to your complaint.
- ▶ Depending on the issue, we should respond quickly to your complaint. You will have a written response within 30 days, at the latest.
- ▶ You will have your complaint investigated and treated seriously.
- ▶ Where possible, the complaint will be investigated by a person who is not connected with the situation being complained about.
- ▶ Your privacy and dignity will be respected and the complaints process will be handled in strict confidence.

Know your responsibilities

- ▶ You need to give us as much information as possible so that we can investigate the complaint properly.
- ▶ You need to make the complaint in writing, or confirm what is being written on your behalf when it is read back to you.
- ▶ If you want an advocate to help you, you need to let us know the name or organisation you have chosen.
- ▶ If you are unhappy with any person who may be investigating your complaint, you need to tell the person to whom you sent the complaint.
- ▶ You need to work constructively with us to try to resolve your complaint.

The person or service you are complaining about has rights too

- ▶ They have the right to seek support through the process.
- ▶ They need to have enough information about the complaint so that they can respond properly.
- ▶ They have a right to give us their view of the issue.
- ▶ They have a right to have their privacy respected and know that the complaint process will be handled in strict confidence.
- ▶ They will be informed about Disability Services's decision and the reasons for the decision.

Not happy about the outcome?

You may not be happy with the outcome of your complaint. If so, you may want to take your complaint further by directing it to a more senior person, for example:

The Executive Director
Disability & Domiciliary Care Services
Department for Families & Communities
Lvl 8, Riverside Centre
Adelaide SA 5000
Tel: 8207 0705
Fax: 8272 3561

OR

The Executive Director
Disability, Ageing and Carers
Department for Families & Communities
Lvl 8, Riverside Centre
Adelaide SA 5000
Tel: 8413 9042
Fax: 8207 0555

Still not happy?

If we have investigated your complaint and the issue has not been resolved to your satisfaction, you may want to take the issue further—to someone outside Disability Services.

You can direct your complaint to any of the following:

Health and Community Services Complaints Commissioner (HCSCC)
PO Box 199 Rundle Mall
Rundle Mall SA 5000
Tel: 8226 8666
Toll free: 1800 232 007 (SA country callers only)
Website: www.hcsc.sa.gov.au

Equal Opportunity Commission
Level 10, 30 Currie St (GPO Box 464)
Adelaide SA 5001
Tel: 8207 1977
Toll Free: 1800 188 163 (SA country callers only)
Fax: 8207 2090
TTY: 8207 1911
Email: eoc@agd.sa.gov.au
Website: www.eoc.sa.gov.au

Aged Care Complaints Scheme
Department of Health and Ageing
GPO Box 9848
Adelaide SA 5001
Toll free: 1800 550 552
Email: cis.sa@health.gov.au
Website: www.health.gov.au/oacqcsa

Need more help?

If you need assistance with making a complaint and resolving issues, one of the agencies listed below may be able to help you:

Aged Rights Advocacy Service

16 Hutt Street, Adelaide SA 5000 (PO Box 7234)

Tel: 8232 5377 or Toll free: 1800 700 600 Fax: 8232 1794

Email: aras@agedrights.asn.au Website: www.sa.agedrights.asn.au/

Brain Injury Network of South Australia (BINSAs)

70 Light Square, Adelaide SA 5000

Tel: 8217 7600 or 1300 733 049

Email: info@binsa.org Website: www.binsa.org

Citizen Advocacy South Australia Inc.

Unit 1, 76 Sturt Street, Adelaide SA 5000

Tel: 8410 6644

Fax: 8410 0388

Email: casa@tne.net.au Website: www.citizenadvocacysa.com.au

Disability Advocacy and Complaints Service of SA

470 Marion Rd, Plympton Park SA 5038

Tel: 8297 3500 (TTY: 8297 4144) or Toll Free: 1800 088 325

Email: drigney@dacssa.org.au Website: www.dacssa.org.au

Family Advocacy

5 Ninth Street, Bowden SA 5007

Tel: 8340 4450 or Toll free: 1800 856 464 (SA country callers)

Email: fai@familyadvocacy.org.au Website: www.familyadvocacy.org.au

Independent Advocacy SA Inc

99 Frome Street, Adelaide SA 5000

Tel: 8232 6200 or Toll free: 1800 999 884

Email: indepadv@internode.on.net

MALSSA Inc

Advocacy, Disability, Multiculturalism

Shop 4, 80 Henley Beach Road, Mile End SA 5031

Tel: 8351 9500 Fax: 8152 0396

Email: malssaadmin@malssa.org.au Website: www.malssa.org.au

