



Provider Choice

**Feedback,
Compliments and
Complaints Policy**

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Policy Intention





Provider Choice Plan Management Pty Ltd is committed to providing high quality services and meeting your needs. We value all types of feedback. The intention of this policy is to create a methodology behind receiving feedback and incorporating this in our review process to continually improve on our SDA offering.

Feedback, Compliments and Complaints Policy		
Owner: Management	Policy Number: 002	Version: 1
Effective: 01/12/2020	Last Review Date: 01/12/2021	

Procedure

Ways to communicate

Feedback, compliments and complaints can be lodged:

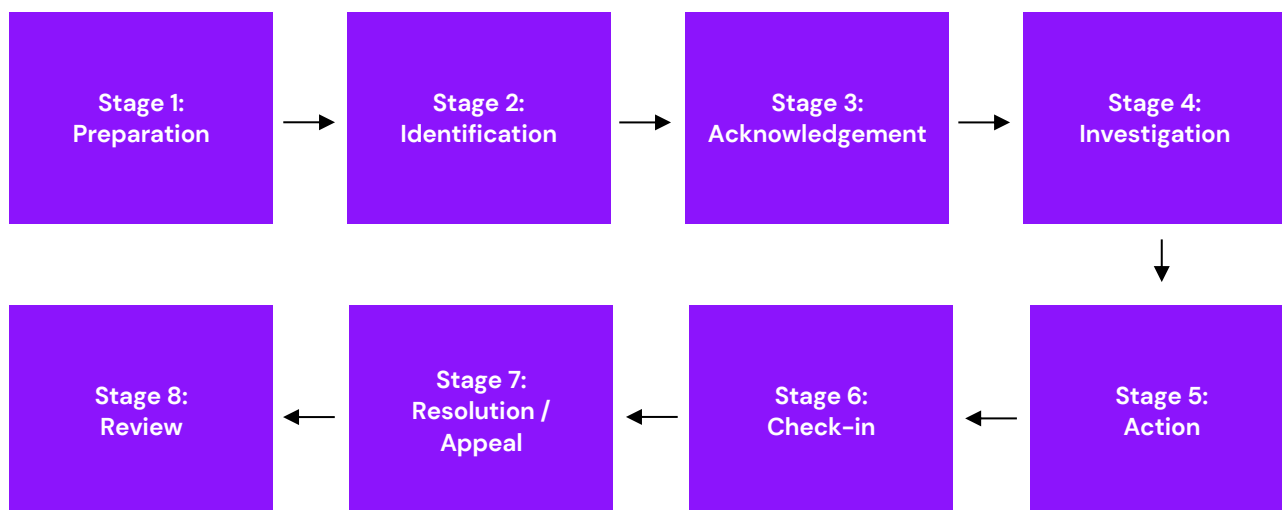
	Website	Submitting our feedback form on our website
	Email	planmanagement@providerchoice.com.au
	Phone	1300 776 246
	Mail	276 Devonshire St, Surry Hills NSW 2010

All client complaints will be formally acknowledged within two working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement.

All feedback and complaints will be used by Provider Choice Plan Management Pty Ltd to continuously improve our service delivery.



Detailed Process



Stage 1: Preparation

As the first stage of our Feedback and Complaints Procedure we ensure that preparatory work is completed to create a transparent and detailed end-to-end solution for clients wishing to provide feedback, complaints or compliments. All Provider Choice Plan Management participants are made aware of their ability to lodge a complaint in this policy and their service agreement.

All staff are trained on how to most effectively encourage feedback and respond appropriately.

We review these processes at regular intervals to ensure it is the most appropriate to meet the demand of our participants.

Stage 2: Identification

Provider Choice Plan Management has a number of gateways to lodge complaints, including via our paper form, an email address or by phone.

All complaints received are stored on a central cloud database so senior management have equal access and responsibility over the steps involved in resolving the complaint.

The receiving staff member will identify the nature of the complaint. If it was about a particular staff member, the staff member who is identified will not have a supervisory role in resolving the complaint.



In severe circumstances, a complaint may also be a reportable incident, in which case the receiving staff member will immediately follow reportable incident protocol found in the *Compliance and Registers* folder at head office. All staff are also trained on action steps in the event of a reportable incident.

Once the complaint has been identified and categorised (*is the complaint about a staff member, is the complaint about a provider*) a suitably senior staff member is allocated as the Supervisory Officer who will act as the client relationship manager with the complainant to follow this up. In the absence of a sufficiently senior staff member (who is concurrently **not** involved in the matter of the complaint), one of the Director's will act as client relationship manager directly.

Stage 3: Acknowledgement

The complaint will be acknowledged via email (or the method of communication identified as most effective for the complainant) within two working days. The staff member to respond (supervisory officer) will inform the complainant that they have been heard and advise them they will be notified of updates.

Stage 4: Investigation

This is the information gathering stage. If required, the supervising officer will discuss the complaint with both the complainant, and if directed at a staff member, also gather information from the staff member. Every effort is taken to strictly maintain anonymity of the complainant if necessary to the rigour of the investigation and/or if requested by the complainant.

Stage 5: Action

The supervisory officer will assess the severity of the complaint and will consult both senior management and the NDIS Rules to reach a set of action steps.

A decision will be made and an action taken (if applicable) once the evidence gathered has been assessed. As a business, Provider Choice Plan Management aims to have made a decision within two working weeks of the complaint being received.

Stage 6: Check-In



Once an action plan has been established and a first decision has been reached, the complainant is consulted to see if the response has been satisfactory and if they agree a resolution has been reached.

This stage is repeated until a resolution has been reached or no further effective action can be taken on behalf of the complainant.

Stage 7: Resolution or Appeal

The complainant is notified of the outcome. They are also notified that if they are not satisfied with the response, there are a number of pathways they can follow to appeal or seek a review of the decision.

The first pathway is via the NDIS Quality and Safeguards Commissioner, however there are a number of advocacy and support mechanisms as follows in this policy.

Stage 8: Review

Each decision is reviewed as part of regular Provider Choice Plan Management development opportunities to see if complaints could have been dealt with more effectively or fairly in the future.



Advocacy

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from the Provider Choice Plan Management Pty Ltd Director, request mediation with any member of senior management and a mediator or support person of your choosing, or alternatively through any of the following agencies which we are committed to assisting you connect with. *We can connect you with providers in each State at your request and maintain separate lists of your local advocacy body.*

NDIS Quality and Safeguards Commission

Website: www.ndiscommission.gov.au/participants/complaints

Phone: 1800 035 544

National Disability Insurance Agency (NDIS Participants)

Email: feedback@ndis.gov.au

Phone: 1800 800 110

Department of Social Services

Department of Social Services Feedback

Phone: 1800 634 035

Email: complaints@dss.gov.au

Website: www.dss.gov.au

Abuse

National Disability Abuse and Neglect Hotline

Phone: 1800 880 052

TTY: 1800 301 130

National Relay Service: 1800 555 677

Translating and Interpreting Service: 131 450

The hotline is open 8am–8pm (AEST), every day, Australia-wide.

Email: enquiries@disabilityhotline.org

Website: www.disabilityhotline.org

Human Rights

Australian Human Rights Commission

Phone: (02) 9284 9600

TTY: 1800 620 241

Complaints infoline: 1300 656 419

General enquiries and publications: 1300 369 711

Fax: (02) 9284 9611

Email: complaintsinfo@humanrights.gov.au

Website: www.humanrights.gov.au

Employment



Complaints Resolution and Referral Service
Phone: 1800 880 052
TTY: 1800 301 130
National Relay Service: 1800 555 677
Translating and Interpreting Service: 131 450
Email: crrs@workfocus.com
Website: www.crrs.net.au

Health
The Mental Health Emergency Response Line 21
Metropolitan: 1300 555 788
Rurallink: 1800 552 002

Sydney Region Aboriginal Corporation Legal Service

Advocacy Services

Individual and systemic advocacy for people with disability from the Aboriginal and Torres Strait Islander community living in the Blue Mountains and Sydney areas

Provider Type

Aboriginal and Torres Strait Islander Services NDIS Appeals

Service Areas	Blue Mountains, Sydney Inner and Sydney Outer
Phone	02 4722 3524
Email	idas@idas.org.au
Website	www.idas.org.au/
Fax	02 4722 6126
Address	<u>127 Lethbridge Street, PENRITH 2750 NSW</u>

Self-Advocacy (Sydney) Incorporated

Advocacy Services

Individual and self-advocacy for people with intellectual disability living in the Sydney Metropolitan area

Provider Type

Intellectual disability NDIS Appeals

Service Areas	Sydney Metropolitan
Phone	02 9622 3005



Email info@sasinc.com.au
Website www.sasinc.com.au
Fax 02 9622 6030
Address Suite 200, Level 2, 30-32 Campbell Street BLACKTOWN 2148 NSW

Multicultural Disability Advocacy Association of NSW Inc Granville (Head Office)

Advocacy Services

Individual and systemic advocacy for all people from diverse cultural and linguistic backgrounds living in NSW

Provider Type

People from Diverse Cultural & Ling. Backgrounds NDIS Appeals

Service Areas State-wide
Phone 1800 629 072
Email mdaa@mdaa.org.au
Website www.mdaa.org.au
Fax 02 9897 9402
Address 10-12 Hutchinson Street GRANVILLE 2142 NSW

Blind Citizens NSW

Advocacy Services

Blind Citizens NSW aims to improve the Quality of life for all people who are blind or vision impaired in NSW and ACT through: Peer support, Advocacy on matters relating to blindness or vision impairment, Promotion of recreation, educational and vocational opportunities and breaking down barriers of social isolation.

Provider Type

All People with Disability

Service Areas NSW and ACT
Phone 02 9744 1516
Email admin@bcnsw.org.au
Website bcnsw.org.au
Address 4 Mitchell St Enfield Sydney 2136 NSW



Spinal Cord Injuries Australia Ltd

Advocacy Services

Individual and systemic advocacy for all people with a disability living in NSW, from offices in Little Bay, Mudgee, Wollongong, Tamworth and Goonellabah

Provider Type

All People with Disability NDIS Appeals

Service Areas	State-wide
Phone	<u>1800 819 775</u>
Email	<u>office@scia.org.au</u>
Website	<u>www.scia.org.au</u>
Fax	02 9661 9598
Address	<u>1 Jennifer Street LITTLE BAY 2036 NSW</u>

Intellectual Disability Rights Service

Advocacy Services

Self and systemic advocacy for all people with disability, legal advocacy for people with intellectual disability living in NSW from offices in Redfern, Newcastle and Wollongong

Provider Type

All People with Disability Intellectual disability NDIS Appeals

Service Areas	State-wide
Phone	<u>1800 666611</u>
Email	<u>info@idrs.org.au</u>
Website	<u>www.idrs.org.au</u>
Fax	02 9318 2887
Address	<u>Suite 2C, 199 Regent Street REDFERN 2016 NSW</u>

People with Disability Australia Inc Sydney (Head Office)

Advocacy Services

Individual and systemic advocacy for all people with disability living in NSW

Provider Type



All People with Disability NDIS Appeals

Service Areas	State-wide
Phone	<u>1800 422 015</u>
Email	<u>pwd@pwd.org.au</u>
Website	<u>www.pwd.org.au</u>
Fax	02 9318 1372
Address	<u>Tower 1, Lvl 10, 1 Lawson Square REDFERN 2016 NSW</u>

Multicultural Disability Advocacy Association of NSW Ultimo

Advocacy Services

Individual and systemic advocacy for all people with disability living in the Ashfield, Canada Bay, Leichhardt, Marrickville and Sydney City areas

Provider Type

All People with Disability NDIS Appeals

Service Areas	Ashfield, Canada Bay, Leichhardt, Marrickville and Sydney City
Phone	<u>1800629072</u>
Email	<u>mdaa@mdaa.org.au</u>
Website	<u>www.mdaa.org.au</u>
Fax	02 9897 9402
Address	<u>Suite 8, Level 1, 330 Wattle Street ULTIMO 2007 NSW</u>

Synapse (NSW)

Advocacy Services

Individual and systemic advocacy for people with an acquired brain injury living in NSW

Provider Type

Acquired brain injury NDIS Appeals

Service Areas	State-wide
Phone	<u>1800 673 074</u>



Email info@synapse.org.au
Website <http://synapse.org.au/>
Alt. Phone [07 3137 7400](tel:0731377400)
Fax [02 9868 5619](tel:0298685619)
Address [Suite 102, Level 1,, 3 Carlingford Road \(corner of Rawson Street\)](#)
[EPPING 2121 NSW](#)

Family Advocacy

Advocacy Services

Family and Systemic advocacy for people with developmental disability living in NSW

Provider Type

People with developmental disability NDIS Appeals

Service Areas State-wide

Phone [1800 620 588](tel:1800620588)
Email communications@family-advocacy.com
Website www.family-advocacy.com/
Alt. Phone [\(02\) 9869 0866](tel:(02)98690866)
Fax [02 9869 0722](tel:0298690722)
Address [Suite 704, 90 George Street HORNSBY 2077 NSW](#)

