



Provider Choice

**Feedback,
Compliments and
Complaints Policy**

Contents

<i>Policy Intention</i>	3
<i>Procedure</i>	3
Ways to communicate	3
Detailed Process	4
Further Support	7
Advocacy	8
Nationwide	8
Victoria	9
Western Australia	10
Queensland	11
New South Wales	12



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: 1.1
Effective: 01/12/2020	Last Review Date: 20/07/2021	

Procedure

Ways to communicate

Feedback, compliments and complaints can be lodged:

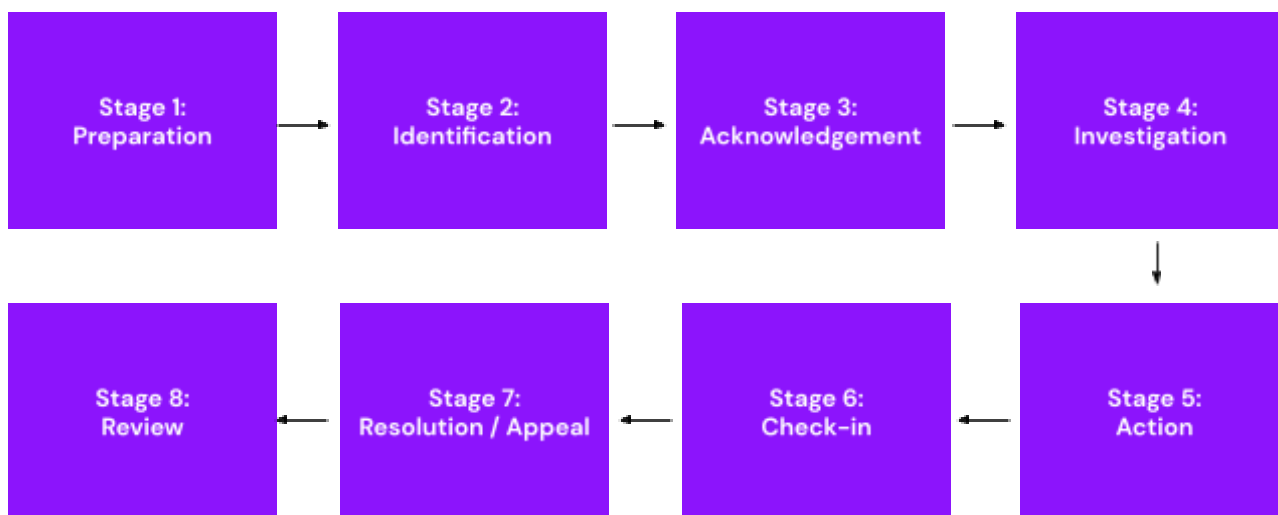
	Website	Submitting our feedback form on our website
	Email	feedback@providerchoice.com.au
	Phone	1300 776 246
	Mail	276 Devonshire St, Surry Hills NSW 2010

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.



Further Support

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

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

Phone: 1800 634 035

Email: complaints@dss.gov.au

Website: www.dss.gov.au

National Disability Abuse and Neglect Hotline

Phone: 1800 880 052

TTY: 1800 301 130

Australian Human Rights Commission

Complaints infoline: 1300 656 419

General enquiries and publications: 1300 369 711

Email: complaintsinfo@humanrights.gov.au

Website: www.humanrights.gov.au

The Mental Health Emergency Response Line 21

Metropolitan: 1300 555 788

Rurallink: 1800 552 002



Advocacy

If you need further support, you may wish to contact an advocate – Effective disability advocacy promotes, protects and supports a person's, or group's, full and equal human rights. Advocates support or work on behalf of a person with disability to help them to speak out and defend their rights and interests. Below are contact details for a number of Disability Advocates across Australia and state by state. We can help to connect you with a Disability Advocate upon request.

Nationwide

Disability Advocacy Network Australia

The national voice of independent advocacy – use their 'Find an Advocate' tool to find independent advocates in your local area

- PO Box 96, Dickson ACT 2602
- Email: ceo@dana.org.au
- www.dana.org.au

Australian Centre for Disability Law

Providing persons with disability and their associates with specialist legal assistance
PO Box 989 Strawberry Hills NSW 2012

- Tel: 1800 800 708
- Email: info@disabilitylaw.org.au
- www.disabilitylaw.org.au

Autism Aspergers Advocacy Australia

The national grassroots advocacy organisation, providing systemic advocacy for autistic people and others (family members and partners) living with ASD.

- Email: convenor@a4.org.au
- www.a4.org.au

First Peoples Disability Network Australia (FPDN)

A national organisation of and for Australia's first peoples with disability, their families and communities.

- PO Box A2265 Sydney South NSW 1235
- Tel: (02) 9267 4195
- Email: enquiries@fpdn.org.au
- www.fpdn.org.au

Blind Citizens Australia

Provide specialist information and advice on a wide range of issues

- 247 – 251 Flinders Lane, Melbourne, VIC, 3000
- Tel: 1800 033 660
- Email: bca@bca.org.au
- www.bca.org.au



Deaf Australia

Actively advocating for Deaf people with governments, industry and service providers for improved access to all areas that affect Deaf people's daily lives

- PO Box 1348, Blackburn North, Victoria 3130
- Email: info@deafaustralia.org.au
- www.deafaustralia.org.au

Victoria

ADEC - (Action on Disability in Ethnic Communities)

Info, referral, advocacy for ethnic families/groups, Bi-lingual Ethnic Disability Workers

- 175 Plenty Rd, Preston 3072
- Tel: 1800 626 078
- Email: info@adec.org.au
- www.adec.org.au

Disability Justice Advocacy (DJA)

Provide advocacy for people with higher support needs

- 2 /28A Albert Street Preston 3072
- Tel: 1800 808 126
- Email: info@justadvocacy.com
- www.justadvocacy.com

Women with Disabilities Victoria (WDV)

Systemic advocacy on behalf of women with disabilities

- Lev 9, 255 Bourke St. (GPO Box 1160) Melbourne 3001
- Tel: 9286 7800
- Email: wdv@wdv.org.au
- www.wdv.org.au

Youth Disability Advocacy Service (YDAS)

Individual advocacy & support for young adults with disabilities

- Level 2, 235 Queen St Melbourne 3000
- Tel: 0429 964 859
- Email: info@yacvic.org.au
- www.ydas.org.au

Deaf Victoria

State-wide advocacy, info & support service for the deaf community

- Level 3, 340 Albert St, (Box 6186) East Melbourne 3004
- SMS: 0431 476 721
- Email: info@deafvictoria.com.au
- www.deafvictoria.org.au



Blind Citizens Australia (BCA)

Information and individual advocacy support for people with sensory impairment

- Lev. 3, Ross House, 247 Flinders Lane, Melbourne 3000
- Tel: 1800 033 660
- Fax: 9650 3200
- Email: bca@bca.org.au
- www.bca.org.au

Western Australia

Uniting WA

Free, confidential advocacy service that promotes and protects the rights of people with disability and those who identify as having a mental health issue.

- 10/5 Aberdeen Street, Perth, WA 6000
- Tel: 1300 663 298
- Email: hello@unitingwa.org.au
- www.unitingwa.org.au

Ethnic Disability Advocacy Centre

Provide individual advocacy support and services throughout Western Australia.

- 132 Main Street, Osborne Park WA 6017
- Tel: 1800 659 921
- Email: admin@edac.org.au
- www.edac.org.au

WWDWA Inc (Women With Disabilities WA Inc)

Our members support each other to become more involved in advocating for a better future for women with disabilities.

- Tel: 08 9457 7849
- Email: info@wwdwa.org.au
- www.wwdwa.org.au

Access Plus WA Deaf

Provide services for all members of the community in four different areas; interpreting, support services, NDIS advocacy and navigation, and Auslan and training.

- 34 Dodd Street, Wembley WA 6014
- Tel: (08) 9441 2677
- Email: enquiry@accessplus.org.au
- www.accessplus.org.au



Blind Citizens WA Inc

Offers individual and systemic advocacy to people who are blind or vision impaired in Western Australia.

- Suite 3, 61 Kitchener Ave, Victoria Park WA 6100
- Tel: (08) 6180 8938
- Email: bcwa@westnet.com.au
- www.bcwa.org.au

Youth Disability Advocacy Network Inc

Advocacy organisation and the peak representative body in Western Australia for young people with disabilities.

- PO Box 276, Leederville 6903
- Email: hello@ydan.com.au
- www.ydan.com.au

Queensland

Queensland Advocacy Incorporated (QAI)

Advocacy organisation and community legal centre for vulnerable people with disability in Queensland.

- PO Box 3384, South Brisbane QLD 4101
- Tel: 1300 130 582
- Email: qai@qai.org.au
- www.qai.org.au

ATSIDNQ – Aboriginal and Torres Strait Islander Disability Network of Queensland

A culturally safe space for members to connect, share and raise awareness of issues they are facing.

- 338 Turbot Street, Spring Hill QLD 4000
- Tel: 1800 718 969
- Email: info@atsidnq.com.au
- www.atsidnq.com.au

Deaf Culture Council Queensland

Advocate for various sub-groups of the Deaf Communities

- P.O. Box 148, Geebung QLD 4034
- Tel: info@dccq.org.au
- www.dccq.org.au



Queensland Blind Association

Provide real assistance to our legally blind members so they can live in a safe social environment and in comfort within the community

- PO Box 444 Annerley Qld 4103
- Tel: (07) 3848 8888
- Email info@qldblind.org.au
- www.qldblind.org.au

Queensland Alliance for Mental Health

Through advocacy and support, we foster better outcomes for people with mental health issues.

- 433 Logan Road, Stones Corner, QLD, 4120
- Tel: 07 3394 8480
- www.qamh.org.au

Queenslanders with Disabilities (QDN)

A state wide organisation of, for, and with people with disability connecting for collective and affirmative action.

- 338 Turbot StSpring Hill QLD 4000
- Tel: 1300 363 783
- www.qdn.org.au

New South Wales

Multicultural Disability Advocacy Association of NSW

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

- 10-12 Hutchinson Street GRANVILLE 2142 NSW
- Tel: 1800 629 072
- Email: mdaa@mdaa.org.au
- www.mdaa.org.au

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.

- 4 Mitchell St Enfield Sydney 2136 NSW
- Tel: 02 9744 1516
- Email: admin@bcnsw.org.au
- www.bcnsw.org.au



Intellectual Disability Rights Service

Self and systemic advocacy for all people with disability, legal advocacy for people with intellectual disability living in NSW

- Suite 2C, 199 Regent Street REDFERN 2016 NSW
- Tel: 1800 666 611
- Email: info@idrs.org.au
- www.idrs.org.au

People with Disability Australia Inc Sydney

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

- Tower 1, Lvl 10, 1 Lawson Square Redfern NSW 2016
- Tel: 1800 422 015
- Email: pwd@pwd.org.au
- www.pwd.org.au

Disability Advocacy NSW

Helps people of all ages with any type of disability or mental illness get fair treatment in the Hunter, New England, Mid North Coast, Central West, West, Far West, Central Coast and Hawkesbury–Nepean regions of NSW

- Tel: 1300 365 085
- Email: newcastle@da.org.au
- www.da.org.au

