

Complaints and Information Form

Making a Complaint

Healthy Mind is committed to providing high quality services to those in need. We are human and recognise that sometimes we may get it wrong. You can let us know where we have made a mistake by making a complaint.

Healthy Mind takes all complaints very seriously and welcomes them as an opportunity to improve the services we provide.

This brochure informs you of how you can make a complaint, and what to expect when you make a complaint.

What can I make a complaint about?

You have a right to complain directly to Healthy Mind, to an independent Advocate, or to the NDIS Commission regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

Your Rights

Healthy Mind is committed to upholding your rights as a service user, including the right to:

- make a complaint without us changing or cancelling your services without your consent and agreement.
- be supported to report your complaint to an Independent Advocate or to the NDIS Commission if you wish to.
- be involved in decisions related to resolving your complaint.
- have your privacy and confidentiality protected.
- remain anonymous if you choose to.

How to make a complaint

You can submit a complaint by phone, email or in person, or by completing a Feedback and Complaints Form.

Gawler, South Australia

Phone: 08) 8522 5042

Address: 3/3a Adelaide Road, Gawler South SA 5118

Salisbury, South Australia

Phone: (08) 7078 0333

Address: 55 Park Terrace, Salisbury SA 5108

Our complaints procedure

1. Tabatha Dellar-Walmsley (Director of Healthy Mind Australia) will discuss your complaint with you (and your family/carer/advocate if requested), including the outcomes that you would like to see.
2. You will receive an acknowledgement of the complaint which will include the expected timeframe for your complaint to be resolved.
3. If appropriate, we will investigate the circumstances surrounding your complaint.
4. You will receive information on the outcomes of your complaint and be given the chance to refer the complaint to an Independent Advocate, or the NDIS Commission.
5. Healthy Mind will use your complaint to review systems, policies and procedures to improve its services.

Our obligations

Healthy Mind will:

- treat all complainants with dignity and respect;
- attempt to resolve the issue to the best outcome for all parties, as far as possible, within 14 days;
- keep you informed of developments regarding your complaint, including any investigations undertaken;
- maintain records regarding your complaint;
- provide support to access translation, advocacy, or other support services where appropriate;
- report any breaches of legislation to the relevant authority.

Contact details for making a complaint:

Operations Manager

(08) 8522 5042

hr@healthymindaustralia.com

3/3a Adelaide Road, Gawler, SA, 5118

External Agencies that can assist you with a Complaint:

NDIA	1800 800 110 enquiries@ndis.gov.au www.ndis.gov.au
NDIS Quality and Safeguards Commission	1800 035 544 TTY 133 677 Online Complaints Form: https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF www.ndiscommission.gov.au
Disability Advocacy and Complaints Service of SA Inc.	08 71226030 https://www.dacssa.org.au/
Disability Rights Advocacy Service (includes the Multicultural Disability Advocacy Service – MALSSA)	08 8351 9500 www.dras.com.au
Family Advocacy	1800 620 588 family-advocacy.com
Health and Community Services Complaints Commissioner	1800 232 007 www.hcsc.sa.gov.au

Feedback and Complaints Form

NB: if you wish to remain anonymous, you can omit personal and/or identifying details

Today's date:

Participant name:

Participant NDIS number:

Guardian or Representative Name:

Relationship to Participant:

Does the Participant know about this feedback or complaint? Yes / No

Preferred contact details:

Phone:

Email:

This matter relates to: (please circle)

Complaint or General Feedback

What is your feedback or complaint about?

Please provide Healthy Mind with some details to help us understand what has happened. You may want to explain situations or decisions or inactions that have occurred. You may wish to provide details of people or services, or times relevant to your feedback or complaint.

What outcome/s would you like:

Please advise if there are specific things that you would like to occur from here.

Supporting Evidence:

If you have any supporting documentation that you wish to be considered, please list details of the documentation here.

Would you like assistance to make a Complaint to another Agency?

- Yes, I would like to be supported to lodge a Complaint to an external agency.

I give Healthy Mind permission to share my complaint and relevant supporting information, to:

- The NDIS Commission
- Another Agency that is supporting me

Please name the agency and contact person here:

Healthy Mind Australia thanks you for your feedback complaint