COMPLAINTS AND FEEDBACK POLICY

We want you to feel safe, respected and listened to. Whether you receive aged care services or disability supports, your voice is important. We welcome feedback, compliments, suggestions, and complaints at any time.

Policy Guiding Principles

This policy is built on the following principles, which reflect your rights under the Aged Care Act 2024 and the NDIS Act 2013:

- **Respect and Dignity** – We will treat every person with respect, listen carefully, and value your voice.
- **Safety and Protection** – You will always be safe to speak up. No one will be punished, disadvantaged, or treated unfairly for making a complaint or giving feedback.
- **Accessibility and Inclusion** – Everyone can make a complaint in a way that suits them, with support available (advocates, family, carers, interpreters, or other help).
- **Confidentiality** – Your information and identity will be protected, unless the law requires us to share it to keep people safe.
- **Choice and Control** – You can choose how and when to make a complaint, whether to remain anonymous, and whether to involve an advocate.
- **Transparency and Fairness** – We will act on complaints quickly, keep you informed, and explain decisions clearly.
- **Open Disclosure** – If something goes wrong, we will be honest with you, explain what happened, apologise, and let you know what we are doing to fix it.
- **Continuous Improvement** – We will use feedback and complaints to learn, improve, and strengthen the quality and safety of the care and supports we provide.

How to provide feedback, or make a complaint

There are many ways you can contact us. You can:

- Talk directly to any of our staff providing your service.
- Phone us and speak to a member of our friendly Customer Service Team.
- Post us a letter to your local office.
- Drop in at an address below.
- Access the Contact Us form on our websites.

Contact Details

Adssi In-home Support

1300 578 478

3A Pioneer Ave Tuggerah NSW 2259

Contact Us (https://www.adssi.com.au/contact-us/feedbackandcomplaints/)

Beresfield Community Care

(02) 4964 1131

10/16 Huntingdale Dr Thornton NSW 2322

Contact Us (https://www.bccare.org.au/contact-us/)

Dungog & District Neighbourcare

(02) 4992 3348

62 Hospital Rd Dungog NSW 2420

Contact Us (https://www.neighbourcare.org.au/contact/)

Maitland Community Care Services

(02) 4932 5755

Unit 3-6/27 John St Telarah NSW 2320

Contact Us (https://www.mccs.org.au/contact-us/)

What Happens Next?

- We will acknowledge your complaint within 2 business days.
- We will aim to resolve it within 10 business days.
- If it takes longer, we will explain why and keep you updated.
- You will not be treated unfairly or lose services because you complained.
- If your issue is serious, we may involve the regulator straight away.
- We are committed to resolving complaints in a, confidential, timely, transparent and fair way.
- We will do our best to rectify the problem and provide the best possible outcome for you.
- If you would like to withdraw a complaint for any reason please contact us.

Support to make a complaint

You can choose a support person to assist you with your complaint or feedback. This person can be a Registered Supporter, friend, family member, or staff member. We also encourage you to receive support from an independent advocacy agency such as:

Older Persons Advocacy Network (OPAN)

Web: https://opan.org.au/contact-us/get-advocacy-support/

Phone: 1800 700 600

Multicultural Disability Advocacy Association (MDAA)

Phone: 1800 629 072

Email: mdaa@mdaa.org.au

Web: www.mdaa.org.au

People with Disability Australia

Web: www.pwd.org.au

Phone: 1800 422 015

What if I'm not happy with the outcome?

We would always prefer to resolve your complaint directly, but you are also able to make a complaint to any of the following external agencies below:

Aged Care Quality and Safety Commission

Online: https://www.agedcarequality.gov.au/making-complaint

Phone: 1800 951 822. Interpreters can be arranged, or you can contact:

- Translating and Interpreting Service (TIS) - 131 450 ask them to call 1800 951 822
- Aboriginal Interpreter Service (AIS) - 1800 334 944 ask them to call 1800 951 822
- National Relay Service: ask for 1800 951 822

NDIS Quality and Safeguards Commission

Online: https://www.ndiscommission.gov.au/about/complaints

Phone: 1800 035 544 or TTY 133 677. Interpreters can be arranged you can contact:

- Translating and Interpreting Service (TIS) - 131 450 ask them to call 1800 035 544
- Aboriginal Interpreter Service (AIS) - 1800 334 944 ask them to call 1800 035 544
- National Relay Service: ask for 1800 035 544

Australian Human Rights Commission

Online: https://humanrights.gov.au/complaints#main-content

Phone: 1300 656 419

Email: infoservice@humanrights.gov.au

How we use your feedback

We use complaints and feedback to:

- Fix problems quickly
- Improve our services
- Train and support staff better
- Make care and supports safer and more respectful for everyone

Whistleblower Protections

Some complaints or feedback may also qualify as a protected disclosure under the Aged Care Act 2024 or the NDIS Act 2013.

If a report involves a suspected breach of ADSSI's legal obligations, it may be treated as a whistleblower disclosure.

This Complaints and Feedback Policy works alongside our Whistleblower Policy. If your concern qualifies as a whistleblower disclosure, it will be managed under both policies to ensure you receive the strongest possible protections.

Complainant rights and responsibilities

Rights

When managing a complaint, we appreciate and acknowledge that the complainant has a right to:

- complain
- be treated with respect and courtesy
- be treated equitably and fairly
- be informed of the conduct that is expected of them.

Responsibilities

Complainants have balancing sets of responsibilities, which we will make the complainant aware of:

- complainants must work productively with us so the complaint can be resolved
- the complainant's conduct must not be unreasonable.
- we will not tolerate conduct that is abusive, threatening, unreasonable, vexatious, or makes inappropriate demands on our time, resources or Workers. Worker safety and wellbeing is paramount and if complainant conduct creates an unacceptable risk, we may discontinue contact with the complainant.