



Carers WA Complaints Policy

Feedback – Compliments, Concerns or Complaints

Carers WA welcome all feedback about our organisation and our work. If you have a compliment, concern or complaint about Carers WA we would like to hear from you; please contact us by:

Email: info@carerswa.asn.au

Phone: 1300 227 377

Mail: Carers WA, PO Box 638, Mt Lawley WA 6929



24-hour relay call numbers

TTY/voice calls: 133 677

Speak & Listen: 1300 555 727

SMS relay: 0423 677 767



For Translation and Interpreting Services:

Immediate phone interpreting 24 hours, every day of the year
Phone: 131 450 (within Australia)

Complaints

From time to time we may not meet your expectations. If you wish to raise a concern or make a complaint about Carers WA, your experiences with Carers WA, the services we provide, a staff member, event or activity, you can do this through our Complaints Policy and Process.

1. Complaints Management Policy and Process

We believe that members of the public and clients of Carers WA have a right to:

- Complain or express concerns about Carers WA without fear of retribution;
- Have their concerns or complaint dealt with fairly, promptly, professionally and in a manner that respects their privacy;
- Be represented at any stage throughout the process by an advocate of their choice and will be informed of this right when lodging a complaint;
- Be treated in a respectful and non-discriminatory manner;
- Confidentiality; please note there will be limits to confidentiality in certain circumstances. For more information on our Privacy Policy please contact us on 1300 227 377 or policy@carerswa.asn.au
- To be given a written statement of the outcome or outcomes, including reasons for the decision;
- Withdraw at any stage throughout the process. However, Carers WA may elect to pursue the issue without their involvement.

The Carers WA Complaints Policy is in place to provide:

- A clear statement of our commitment to receive and deal with feedback, positive and negative;
- An accessible process that handles complaints in a timely, professional and consistent way;
- A simple process that avoids the unnecessary use of resources including people's time and money;
- Information to help Carers WA to improve its work, impact, operations and processes;
- Advice to carers of their option to consult an independent advocate of their choice at any stage of the complaint process.

It is the objective of this policy to ensure that, where possible all grievances are resolved by negotiation and open discussion between the parties.

2. What you can contact us about

Carers WA will deal with concerns and complaints from the public or external stakeholders about Carers WA, our services, a staff member, event or activity. For example, you may feel there is an administrative process or

procedural deficiency; an unreasonable delay to an enquiry you have made; a discriminatory action or decision; unprofessional behaviour or misconduct by a staff member; a factual error; or fraud and compliance issues.

We do not get involved in individual service complaints or decisions made by another organisation. If you have a complaint about a service or a decision made by another organisation, you will need to contact the relevant decision making body. Carers WA, may however, assist you in what the process is to make a complaint.

3. Process for making a complaint

We encourage you in the first instance to try to resolve the issue directly with the person concerned. If the issue is still not resolved you can contact:

- The relevant Manager, with the grievance;
- A worker of your choice;
- A member of the Board; or
- An advocate of your choice to raise the grievance with the Chief Executive Officer or a member of the Board.

The person receiving the complaint will determine its level of severity:

- Level 1: Complaints involving misunderstandings, miscommunications and which can be resolved quickly and to the satisfaction of the complainant.
- Level 2: Complaints involving conflict between service users and/or between clients and staff members; or where Level 1 complaints have not been satisfactorily resolved.
- Level 3: Complaints involving serious allegations of harassment, unprofessional conduct, abuse, mistreatment or infringements of rights.

In the case of a complaint at Level 1: The person notified of the complaint will discuss and/or meet with the person making the complaint and will attempt to resolve the issue. If the issue cannot be resolved at this level then the process will move to Level 2.

In the case of a complaint at Level 2: The person notified of the complaint will inform the relevant Manager. The Manager will discuss and/or meet with

the person making the complaint. If the issue cannot be resolved at this level then the process will move to Level 3.

In the case of a complaint at Level 3: The Chief Executive Officer will be responsible for convening a meeting (where possible) or have a discussion involving the person making the complaint, the Chief Executive Officer, and/or a member of the Board, and an independent facilitator. The decision made by this sub-Board will be final.

Serious allegations will be addressed within 24 hours (within normal business hours), and in the instance of a serious complaint against a staff member, that staff member will not have any further contact with the person involved whilst the matter is being investigated or until it is resolved.

Where the complaint or grievance is of a Level 1 or 2 priority, Carers WA will attend to it in the initial instance within 10 working days, aiming for a resolution within 30 days.

To help us understand and resolve your complaint, you or your independent advocate (where possible) should provide written details of the basis upon which the complaint is being made, including:

- A clear statement about what you consider was unsatisfactory;
- Copies of, or references to, information to support the complaint;
- Details of any attempts you have made to resolve the matter informally;
- A statement about what you wish to achieve from the complaint process;
- To help us to look into your concerns more effectively, your permission for Carers WA to use any personal information you provide to process and respond to your complaint (see section 4 for more information).

We will accept anonymous complaints but resolution processes to address such issues are very limited. Providing your name and contact details will help us to look into your concerns more effectively (see section 4 below).

We may need to contact you as we deal with your complaint to clarify any issues or seek further information.

4. Information we need and confidentiality

We will accept anonymous complaints but the following information will help us to look into your concerns more effectively:

- Your name and contact details;
- Permission for Carers WA's officer/s looking into the matter to disclose your personal information to the relevant parties (if applicable);
- Permission for the relevant parties to provide details of your dealings with them to Carers WA's staff looking into the matter (if applicable).

Carers WA will seek your consent through our Consent Form before requesting and/or disclosing any of your personal information.

If you agree, your personal information will be used for the purpose of processing your complaint and will be protected under the provisions of the Privacy Act 1988. Your personal information will not be released to any person or organisation unless required by law or you provide your consent.

You have the right to withdraw your personal information from the Complaints Management process at any time.

5. What you can do if you are not satisfied

If you do not feel that you have received a suitable response or you do not feel comfortable speaking directly with Carers WA, there are a number of organisations who can help you to follow up your concerns. The organisations below can either act as an advocate for you (assist you to make a complaint) or are who you can progress your complaint to if not satisfied.

Ageing

Aged Care Complaints Commissioner

Phone: 1800 550 552

Web: www.agedcarecomplaints.gov.au

Advocare

Phone: 08 9479 7566 or 1800 655 566

(country free call)

Web: www.advocare.org.au

Disability

Disability Service Commission

Phone: 08 9426 9244

Web: www.disability.wa.gov.au/about-us1/about-us/complaints/

Health and Disability Services

Complaints Office (HaDSCO)

Complaints and enquiries line: 08 6551 7600 or 1800 813 583 (country free call)

Web: www.hadsco.wa.gov.au

People with Disability WA

Phone: 08 9485 8900 or 1800 193 331

(country free call)

Web: www.pwdwa.org

Mental Health

Health and Disability Services Complaints Office (HaDSCO)

Complaints and enquiries line:

08 6551 7600 or 1800 813 583 (country free call)

Web: www.hadsco.wa.gov.au

Health Consumers Council Phone: 1800

620 780 (free call) Web: www.hconc.org.au

Health

Health and Disability Services Complaints Office (HaDSCO)

Complaints and enquiries line: 08 6551 7600 or 1800 813 583 (country free call)

Web: www.hadsco.wa.gov.au

Health Consumers Council Phone: 1800

620 780 (free call)

Web: www.hconc.org.au

You can also write to the local State or Federal Member of Parliament, State Minister for Health or the Federal Minister of Aged Care. At all levels of the resolution process the person making the complaint is reminded of their right to have an advocate of their choice present at discussions.