

Information about making a complaint

All service users, carers, clients, staff and other interested parties are encouraged to let ALARA know what they think of ALARA services and supports. Positive feedback, complaints and comments are all welcome.

Why give feedback?

ALARA relies on feedback about the services provided. This information assists ALARA to:

- Find out what people appreciate and like about the services.
- Find out what parts of the service people are not satisfied with.
- Improve our services to meet the needs of clients, carers and other interested parties.
- Ensure quality services continue to be developed, provided and maintained.

Making a complaint

If you have a minor concern about an issue that can be resolved immediately and addressed locally by your Coordinator you are encouraged to raise this issue directly with them. The Coordinator will investigate and provide feedback about how your concern is being addressed. This is referred to as a Stage One Complaint.

If you raise a concern with a Support Worker, they are required to bring this to the attention of their Coordinator so that the matter can be addressed.

If you are not satisfied with the how your concern is managed locally, or the matter relates to an incident or issues of a more serious nature then you are encouraged to use our formal complaints process by:

- Completing a Complaints Form
- Phoning the Manager of the area that the concern relates to on (07) 3817 0600
- Emailing alara@alaraqld.org.au or
- Completing the Feedback Form available on our website at www.alaraqld.org.au.

Your complaint will be dealt with by the relevant member of the management team who will be appointed to undertake the investigation and to resolve the matter. This is referred to as a Stage Two Complaint.

Certain serious complaints including allegations of serious negligence, exploitation, physical, sexual, verbal abuse or criminal acts will automatically be dealt with through the formal complaints process (Stage Two).

Assistance with completing the form can be provided if required.

You should expect acknowledgement of your complaint verbally or in writing in two working days and the majority of matters will be resolved within a fortnight (10 working days).

If the matter is very complex, requiring extensive investigation or involves a number of people or agencies, investigation and resolution may take longer.

In this instance the person investigating your complaint will provide regular updates on the progress being made and an anticipated timeframe for resolution.

Matters that cannot be resolved at this level or relate to a Manager are referred to the Chief Executive Officer (Stage Three). If the complainant is not satisfied with the outcome of their complaint at this level or the matter relates to a Board Director, the matter can be referred to the Board (Stage Four).

While the person making the complaint is not required to provide their name and contact details, we may not be able to fully investigate the complaint if we are unable to contact you to clarify any matters or obtain further information you have provided. We will also be unable to provide you with feedback and ensure that you are satisfied with the resolution.

Any breaches of legislation will be reported to the relevant authorities.

Acts of a criminal nature will be referred to the appropriate authorities for investigation. ALARA has mandatory reporting responsibilities for some serious complaints and incidents to relevant authorities and to the funding body.

Your Rights:

- At any time when making a complaint you can have an advocate, interpreter or support person present and involved in any meetings, discussions or negotiations.
- All concerns and complaints are managed confidentially, and the complainant's privacy will be respected.
- There are no fees or charges for making a complaint
- Complainants can remain anonymous if they choose.
- It is a right of every service user, carer or other person to express concerns, make complaints and have these addressed promptly without fear of retribution or reprisal.
- Complainants will be involved in decisions related to resolving their complaint
- Complainants will be informed of the outcome of their complaint and how it will be resolved.
- The person making the complaint has the right of review or appeal if they are not satisfied with how their complaint was dealt with or the proposed resolution.
- It is the right of complainants to refer or report their complaint to the relevant external complaints body at any stage of the complaints process or if not satisfied with the proposed resolution. A list of external agencies is attached to this fact sheet.

Our Obligations:

For all complaints made to us we will:

- Treat all complainants with dignity and respect
- Attempt to resolve the issue to the best outcome for all parties within 14 days
- Keep you informed of developments regarding your complaint
- Maintain confidential records regarding your complaint and the agreed resolution
- Provide support to access translation, advocacy or other support services where appropriate
- Report any breaches of legislation or critical incidents to the relevant authority/funding body
- Ensure that complaints and feedback are used to inform the continuous improvement of our services and systems.

Finding an Advocate

Every person has the right to an advocate if they need one. An advocate is someone who represents your needs to a third party (e.g. to ALARA) by promoting, protecting or defending your welfare and justice.

Below is a list of several advocacy organisations that provide individual advocacy.

IRASI (formerly Ipswich Regional Advocacy Service)

An Advocacy Service for people with a disability and carers in the Ipswich West Moreton region.

Phone: 07 3816 0235

Email: info@irasi.com.au

ADA Australia (Aged and Disability Advocates)

This service supports client's rights in aged care & disability services such as ALARA QLD Limited.

Phone: 1800 818 338

Free Aged Care Advocacy Line:
1800 700 600

TASC

The program advocates for justice and equity in the lives of people living with disability and/or mental illness.

Phone: 07 4616 9700

Email: reception@tascinc.org.au

Website: www.tascnational.org.au

Carers Qld

Carers Queensland provides carers with information and services to support them in their caring role.

Phone: 1800 242 636

Ethnic Communities Council of Queensland (ECCQ)

This network assists with advocacy for people of a non-English speaking background.

Phone: 07 3844 9166

External Complaints Agencies

If you believe ALARA has not dealt with your complaint properly or at any time during the process you also have the option of contacting any of the following external parties to help resolve your complaint.

NRS stands for National Relay Service and can be used by callers who have a hearing or speech impairment.

TTY stands for Teletypewriter options.

For complaints related to ALARA's delivery of services under the **National Disability Insurance Scheme (NDIS)** or the **Disability Support for Older Australians Program (DSOA)**:

NDIS Quality and Safeguards Commission:

Freecall: 1800 035 544

NRS: 1800 555 677
(then ask for 1800 035 544)

TTY: 13 36 77
(then ask for 1800 035 544)

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

For complaints related to ALARA's delivery of Aged Care services under the **Commonwealth Home Support Program (CHSP)** or through the **Support at Home Program (SAHP)**

Aged Care Quality and Safety Commission

Freecall: 1800 951 822

NRS: 1800 555 677
(then ask for 1800 951 822)

TTY: 13 36 77
(then ask for 1800 951 822)

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

Mail: Aged Care Quality
and Safety Commission
GPO Box 9819
(Your capital city and state or territory)

Commonwealth Ombudsman

If you are still not happy with the outcome or the handling of your complaint

Phone: 1300 362 072

NRS: 1800 555 677

TTY: 13 36 77
(then ask for 1300 362 072)

For complaints related to ALARA's delivery of services under the **Queensland Community Support Scheme (QCSS):**

Communities, Disability Services and Seniors

Write to: Department of Families, Seniors, Disability Services and Child Safety
Complaints Unit
Locked Bag 3405
Brisbane QLD 4001

Phone: 13 QGOV (13 74 68)

Freecall: 1800 080 464

Email: feedback@families.qld.gov.au

For complaints related to the **Sale of Products:**

Australian Competition and Consumer Commission (ACCC)

For more information to go www.accc.gov.au

For complaints related to **Discrimination or Human Rights:**

Queensland Human Rights Commission

Freecall: 1300 130 670

NRS: 1800 555 677
(then ask for 1300 130 670)

TTY: 13 36 77
(then ask for 1300 130 670)

Online: www.qhrc.qld.gov.au/complaints