

Our Commitment to Receiving and Handling Complaints Fairly

- ◆ My Future My Way welcomes all feedback—positive and negative—including complaints.
- ◆ We want to know what we are doing well and what we need to improve.
- ◆ Complaints can help us to provide better services for you and for other families. Your views are important to us.
- ◆ Please let us know if you are not happy about any part of our service. We want to provide good services. We can learn from mistakes if you tell us about them.
- ◆ You will not be disadvantaged in any way because you have made a complaint and you will not lose access to services.



Your Right to Comment and Complain

- ◆ *You have a right* to be listened to.
- ◆ *You have a right* to comment on a service provided to you, or on a service which you have sought.
- ◆ *You have a right* to complain about a service provided to you, or about a service which you have sought.
- ◆ *You have a right* to have your complaint dealt with promptly and without retribution as a result of having made a complaint.
- ◆ *You have a right* to a representative of your choice to support and advocate for you when making a complaint
- ◆ Your feedback and complaints will be managed openly to ensure improvements.

My Future My Way

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We want your feedback

Vision

Individuals and their families are fully included in their community and live their lives as they choose

Mission

We help individuals and families in creating a better life

Email: info@myfuturemyway.com.au
www.myfuturemyway.com.au

Our Commitment

- ◆ As a participant, you can make a complaint or provide feedback, or your representative, family, carer, or nominee, can do this on your behalf.
- ◆ Complaints can be made and or feedback given to any *My Future My Way* staff, or to the Directors, at any time. We are committed to ensuring that we address any feedback or complaint within 24 hours of receiving your complaint..

How to complain

- ◆ Verbally, either in person, over the phone, or using another electronic digital communication tool.
- ◆ In writing: a letter, an email, or by filling out our *Complaints Compliments and Feedback Form* which we can give you in person, post to you, or email to you fo@myfuturemyway.com.au
- ◆ We can help you find an interpreter, advocate or support person to help you with paper work or writing letters.

What will happen after you have made a complaint or provided feedback?

- ◆ We will listen and then ask you to provide us with the outcome you want. Tell us what you like or do not like about our service, then tell us what you would like to see change and how you would like the change to happen.

- ◆ We will record your complaint or feedback so that we have an accurate understanding of what you have told us.
- ◆ Sometimes complaints can be sorted out very quickly but others take more time. We will let you know what we are doing about your complaint and how long it will take. We will give you the name and contact number for the person who is managing your complaint.
- ◆ You will receive written acknowledgment of you complaint or feedback within 24 hours of having provided it, and this acknowledgment will detail what we understood from the feedback or complaint, what we have done so far to address the feedback or complaint. We will aim to resolve any matters promptly and we will provide you with a written response.
- ◆ We will keep information confidential and will only discuss the complaint with people who need to know about it. Some serious complaints might have to be discussed with another service, for example the police or another government organisation. In these cases, we will consult with you.
- ◆ You can have an advocate to manage the complaint for you and speak on your behalf and attend meetings with you.

What can you do if your complaint is not being handled properly or if you do not agree with the outcome?

If you are not happy with the way your complaint has been handled by *My future My Way*, you can contact:

1. **Health and Community Services Complaints Commissioner: HCSCC Enquiry Service:** Monday – Friday, 9.00am – 5.00pm. Toll Free to landline country callers in SA 1800 232 007 or access the HCSCC online complaint form at www.hcsc.sa.gov.au/online-complaint-form
2. Department of Social Services <https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries>
3. National Relay Service for people with hearing or speech impairments <https://www.dss.gov.au/contact/national-relay-service> <https://www.dss.gov.au/contact/national-relay-service>
4. Australian Human Rights Commission <https://www.humanrights.gov.au/our-work/disability-rights>
5. National Disability Insurance Agency email to feedback@ndis.gov.au or call us on 1800 800 110

My Future My Way will assist you at every step to ensure that you are able to access the right complaints agency.