

# Your input can help us to improve our service.

We welcome all Feedback, Complaints and Compliments from the people receiving our services, their families and carers as these can assist ConnectAbility to provide you with a better service.

If you have a concern about the care or supports you or someone else is receiving, it is important that you talk about it. We also love to hear from you if you have received great service or supports or have suggestions on ways we could add or improve our services and supports to you.



## YOUR RIGHTS

We will keep you informed every step of the way about what we are doing with the complaint and where we are at in resolving the complaint.

We will keep information confidential as far as possible and will only discuss your complaint with people who need to know about it.

You will not be disadvantaged in any way because you have made a complaint. We will handle your complaint fairly and as quickly as possible.

If you are not happy with the way your complaint is being handled, you may go to the CEO, the Chair of the ConnectAbility Board, Aged Care Complaints Commissioner or the NSW Ombudsman. We can help you contact the right person.

You can have an advocate and/or support person attend meetings with you and/or speak on your behalf. If you do not know anyone who can do this, we can help you find someone you are comfortable with.

You can ask to have any decisions that are made explained to you or your advocate in person or in writing.

If you are not happy with the outcome of your complaint, you can ask for the decision to be reviewed.



### Corporate Services

26 Warabrook Blvd, Warabrook

P 02 4962 1000

[www.connectabilityaus.org.au](http://www.connectabilityaus.org.au)



connect  
ABILITY

AUSTRALIA

*Feedback,  
Complaints  
& Compliments*



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## What can I make a complaint about?

Complaints can be made about anything you are not happy about. We encourage you to raise your concern with ConnectAbility first as you can often get a fast and sustainable outcome.

## Who can make a complaint?

You can make the complaint yourself or have a family member, friend or someone else make the complaint on your behalf.

## How do I make a complaint?

You can make a complaint by logging into our website and using the contact us form. [www.connectability.org.au/contact/](http://www.connectability.org.au/contact/) or by letter, phone, email or in person.

If you feel comfortable, please talk to your worker or the staff member first. You may also go to a Manager, the CEO or Board member.



You may also take the complaint to;

### Aged Care Services

The Aged Care Complaints Commissioner  
1800 550 552  
[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)

- It is free
  - You can remain anonymous or confidential – Information under Aged Care on our website
- For Aged Care information (My Aged Care) Phone: 1800 200 422  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

### Disability Services

NSW Ombudsman. 1800 451 524  
[www.ombo.nsw.gov.au/complaints](http://www.ombo.nsw.gov.au/complaints)

## We can help you!

If you would like help, please ask us to help you. We view complaints as a positive contribution to our service.

## How long will it take to resolve my complaint?

We will resolve your complaint as soon as possible. Some complaints can be handled very quickly and others will take more time.

We will let you know what we are doing about your complaint and how long it will take. Our aim is to provide an outcome within 30 days of receipt of the complaint. We will also give you the name of the person handling your complaint and their contact details.

Please feel free to contact them at any time for an update. We will also promise that we will keep you informed on what is happening with your complaint.

## What if I am not happy with how my complaint has been handled?

Your satisfaction is important to us. Our goal is to resolve your complaint quickly and to your satisfaction as much as possible.

If you are not happy with the way your complaint has been handled, please make contact with the ConnectAbility Board Chair [chair@connectabilityaus.org.au](mailto:chair@connectabilityaus.org.au)

Please also feel free at any time to bring your complaint to the NSW Ombudsman on 1800 451 524 or Aged Care Complaints Commissioner 1800 550 552

