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SOLUTIONS

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Compliments, Feedback and Complaints



WWW.17SOLUTIONS.COM.AU

Compliments, Feedback and Complaints

It's always OK to speak up. You can tell us if you're happy, have feedback, unhappy with our services or if you feel unsafe. We welcome compliments, suggestions, feedback, or complaints, from you, your carers, family members and friends, your advocate and our employees.

We listen to your suggestions, problems and complaints and try to fix them. You can contact us any time with questions and your family, friends and carers can too. It's always OK for them to let us know if you're not happy or safe.

Whenever you have an issue or a concern, we encourage you to provide feedback. Feedback helps us to improve our services. You can make a complaint to us, or the NDIS Commission, without being fearful of retaliation or being disadvantaged. You can do this anonymously if you prefer.

We make every effort to investigate any concerns you may have promptly and transparently and we will keep you up to date with progress and outcomes.



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HOW CAN I GIVE FEEDBACK?

We try to make it easy for you to give us feedback or to make a complaint. There are several ways you can do this:

- talk with the person you have been working with if you feel comfortable
- talk with other members of our staff
- phone us on 0426 475 928 and ask to speak with someone who can guide you through the complaints process
- send a letter to 17 Solutions Pty Ltd, PO Box Box 535, WILLETTON WA 6955

The person helping you can give you information on the best way for you to go about giving feedback or making a complaint. We will work with you and the people most important to you to respond to you in the most appropriate way. Once we receive feedback, a manager will gather all the information required to help determine an outcome. They may need to contact you to provide additional information so that a fair outcome can be reached.



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HOW WE HANDLE YOUR FEEDBACK OR COMPLAINT

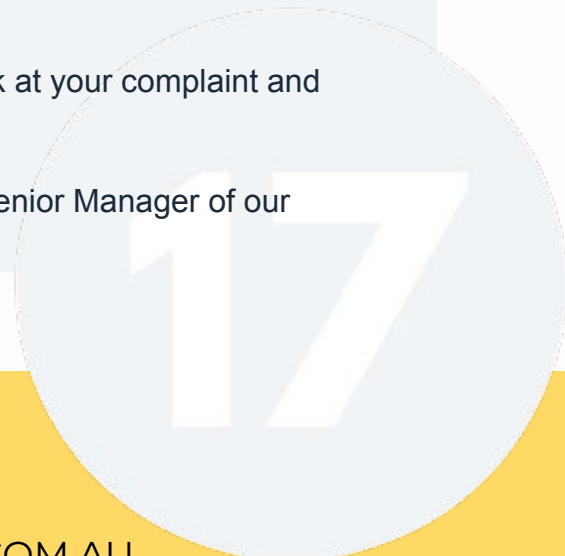
If it appears there is a high risk of harm, abuse or neglect, we take action straight away.

- we will contact you within one business day to let you know we have received your complaint
- we contact you or your representative within 2 business days to discuss your feedback and to help us better understand it
- we work with you to decide how to respond within five days of the complaint being made
- we aim to resolve your complaint within 21 days of receiving it, but more complex issues may take longer
- we will keep you informed about the progress of your complaint at every stage
- we will let you know when a decision has been made. You can ask for the reasons for the decision to be given in writing.

WHAT HAPPENS IF I'M NOT SATISFIED WITH THE OUTCOME?

If you are not happy with how we handle your complaint or the outcome we have reached, you can ask for a review of the decision. You can do this by:

- asking for a manager or a supervisor to look at your complaint and how it was handled
- ask that your complaint be escalated to a Senior Manager of our organisation



- contact an advocacy agency to request a review on your behalf
- contact the NDIS Quality and Safeguards Commission. We have provided contact details for Advocacy agencies and the NDIS Quality & Safeguards Commission at the back of this booklet.

We look forward to supporting you to achieve your goals and being a part of your life going forward.



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Independent support

You are welcome to access or we can help you access independent advocacy support if you need to. Please let us know if you would like to engage an advocate or any other support, and if you have any preferred communication method so we can help arrange this for you.

Some advocacy providers include;

- **Developmental Disability WA (DDWA)**
www.ddwa.org.au
DDWA provides support to people with developmental disabilities and their families to have a strong voice and seek change where needed.
- **Explorability**
www.explorability.org.au
Explorability provides individual advocacy for people with disability, their families and carers through Western Australia.
- **Kin Advocacy**
www.kinadvocacy.org.au
The peak advocacy organisation for people with disabilities from cultural and linguistically diverse backgrounds in WA.
- **Midlas**
www.midlas.org.au
A community agency based in Midland that provides financial counselling, advocacy, and a limited legal service to people throughout the North East Metro region of Perth.
- **Office of the Public Advocate (OPA)**
www.publicadvocate.wa.gov.au
OPA provides information, advice and training on guardianship, administration, Enduring Powers of Attorney and Enduring Powers of Guardianship to protect vulnerable Western Australian adults.
- **People with disabilities WA (PWdWA)**
www.pwdwa.org
Provides non-legal advocacy to people with disabilities.
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External agencies that can help

Sometimes there are limits to what we can do. Additional external agencies include:

Health and Disability Services Complaints Office (HaDSCO)

- Telephone: 1800 813 583
- Website: <http://www.hadsco.wa.gov.au>

NDIS Quality and Safeguards Commission

- Telephone: 1800 035 544 (free call from landlines)
- TTY Telephone: 133 677
- Translating and Interpreting Service: 131 450
- Website: <https://www.ndiscommission.gov.au/about/complaints>

Disability Royal Commission

- Telephone: 1800 517 199
- Translating and Interpreting Service: 131 450
- Email: DRCenquiries@royalcommission.gov.au
- Website: dss.gov.au/disability-royalcommission-support

Carers WA

- Website: www.carerswa.asn.au
Carers WA is the peak body that represents the needs and interests of carers in Western Australia.

SECCA

- Website: www.secca.org.au
SECCA supports people with disabilities to learn about human relationships, sexuality and sexual health.



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