We Want Your Feedback

How to Raise Your Concern or Complaint

Southern Stay Values Your Feedback and Opinion whether it be:

- A compliment
- An idea to improve our service
- A comment
- A concern about the service being provided to you
- A question
- A complaint

If a complaint is made against an individual staff member, that staff member's rights are recognised and upheld as well as those of the complainant.

All complaints are recorded in the Southern Stay Complaints Register and are reported to the Southern Stay Board of Directors.

A complaint will be dealt with and feedback will be provided to the complainant.

You have the right:

- To privacy and dignity
- To confidentiality about your personal information.
- To be able to say Yes or No to sharing your information
- To be involved in decision making about your life
- To express yourself and to be listened to
- To receive services that meet your needs within the resources available
- To access an advocate to help you to express your views
- To access an interpreter
- To feel and be safe
- To be free from abuse and being mistreated. Abuse can be physical, sexual,psychological, emotional, financial or chemical.

If you think your rights have been violated or you feel you are being mistreated, you have the right to complain. All complaints are important to us.

To express a concern or to make an appointment please contact us by phone, email or via our website.

03 55 643 444 or 03 5572 1028 admin@southernstay.org.au

HDAA CERTIFIED ISO 9001

The Process

Step 1 and 2 (Within 7 days)

Acknowledgement of complaint and communication to relevant Manager (as applicable).

Where the CEO is the specific focus of the complaint the Southern Stay Board President will oversee the complaint process.

Step 3

The Complainant will be contacted by Manager to confirm receipt of the complaint and discuss the potential of the outcome sought by complainant.

Where deemed necessary, the complainant will be offered the opportunity and assistance to formalise (in writing) their complaint.

Step 4 (Within 21 Days)

Investigation of the complaint will be undertaken by the Manager (if required).

Step 5

The complaint will be registered on the Complaints Register in the strictest confidence.

Step 6

Where necessary a meeting between the Manager and complainant (or representative) may be arranged. Services of a mediator, advocate or independent third person can be requested at any time. A resolution of the complaint and agreed outcome will be made if possible.

Step 7

The complainant will be informed of the outcome by phone, email or in writing.

Step 8

If the complaint is not resolved, consider referral to the NDIS Quality and Safeguards Commission. Time frame then becomes a function of the NDIS Quality and Safeguards Commissioner and this will be clearly communicated to the complainant.

Note, from Step 2, time frames will be dependent on responses from the complainant, the level of investigation required, availability of mediators etc. This time table indicates the times that Southern Stay will endeavour to initiate the steps in the process.

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Contacts

NDIS Quality and Safeguards Commission

1800 035 544 (free call)
TTY: 133 677
www.ndiscommission.gov.au

Southwest Advocacy Association

(03) 5561 4584
admin@swadvocacy.com.au
www.southwestadvocacy.org.au/swaa

45 Hider Street, Warrnambool
PO Box 480, Warrnambool, 3280

Southern Stay Disability Services Inc

(03) 5564 3444 (Warrnambool)
(03) 5572 1028 (Hamilton)
admin@southernstay.org.au
www.southernstay.org.au

181 Fairy Street , Warrnambool
46 Brown Street, Hamilton