

Feedback and Complaints

At TADWA we value your feedback. You can give a compliment, submit a complaint, or offer a suggestion to help us improve our service. We welcome feedback from all of our customers including older people, people with disability, families, carers, service providers and regulators, to ensure people are treated fairly when they use our services.

Feedback is an important source of information and is used to ensure that you, and other people accessing our services, have the best possible experience.

Principles

- Everyone has the right to give feedback.
- People providing feedback should be supported to access the feedback processes.
- The feedback process should be sensitive to any cultural requirements.
- Robust feedback processes and systems are an important part of TADWA service management and help safeguard our customers and improve our services.
- Feedback helps to identify risks to our customers but also to visitors and staff, and support TADWA to meet its occupational health and safety obligations.
- Feedback identifies opportunities for TADWA to continuously improve its services.

How to provide feedback

A person wishing to provide feedback can do so in person or in writing in the following ways:

Directly to TADWA

1. Via the Contact Us form on the TADWA website - (www.tadwa.org.au)
2. Email - enquiries@tadwa.org.au (Perth office) or bunbury@tadwa.org.au (Bunbury office)
3. Post - PO Box 266, Bassendean WA 6934 (Perth office) or PO Box 6214, South Bunbury WA 6230 (Bunbury office)
4. In person to any TADWA employee or volunteer, either face to face or by telephone (08) 9379 7400

To a Third Party

Health and Disability Services Complaints Office (HaDSCO)

1. Phone (08) 6551 7600 or 1800 813 583
2. Online - <https://www.hadsco.wa.gov.au/Make-a-Complaint>

NDIS Quality and Safeguards Commission (from 1 December 2020)

1. Phone 1 800 035 544 (free call from landlines) or TTY 133 677
2. National Relay Service and ask for 1 800 035 544

3. Online - www.ndiscommission.gov.au/about/complaints

Aged Care Quality and Safety Commission

1. Phone - 1 800 951 822
2. Online -
<https://www.agedcarequality.gov.au/contact-us/complaints-concerns/what-do-if-you-have-complaint>
3. Post - Aged Care Quality and Safety Commission, GPO Box 9819, in your capital city

If you would like to provide feedback and need support to do so, please ask us and we will provide information about advocates who can support you.

How TADWA will manage your feedback

TADWA will:

- Take your feedback seriously and respectfully, confirming the details of your feedback, within 3 business days of receipt.
- In the case of a complaint, work together for a solution and ask you what you would like us to do to make it right.
- Agree on a solution for a complaint.
- Explain to you, in writing, within 15 days, what action we will take in relation to your feedback, if a complaint.
- We will record your feedback on our feedback register and note actions so that we can improve our services.