

OUR COMMITMENT TO FEEDBACK

Shaping outcomes will:

- Foster a service culture that encourages open and honest communication
- Inform service users about the standard of service they can expect
- Protect the right of service users to provide feedback and to make complaints about service delivery
- Provide anonymity to people providing feedback
- Consider all complaints it receives
- Treat all complaints with respect, recognising that the issue of complaint is important to the complainant
- Maintain confidentiality of all parties involved
- Ensure advocacy is available to service users
- Resolve complaints, where possible, to the satisfaction of the complainant
- Deal with all complaints in a timely manner
- Ensure that feedback (both positive and negative) is considered in organisational reviews and in planning service improvements.

We are committed to:

- Taking immediate action if there is a high risk of harm, neglect or abuse
- Acknowledge complaints within 24 hours of receipt
- Contacting you within 48 hours of acknowledgement
- Level 1 complaints should be finalised within a maximum of 10 working days
- Level 2 complaints involving internal review or investigation should be finalised within a maximum of 15 working days
- Level 3 complaints will be referred for external review
 - dependent on relevant Agency/jurisdiction service standards
- Publish information on our performance.

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SHAPINGOUTCOMES

Here to support children thrive, connect & belong

GET IN TOUCH

mail PO Box 105
Tweed Heads NSW 2485

phone 1800 317 468

email admin@shapingoutcomes.com.au

web www.shapingoutcomes.com.au

LOCATIONS

- Ballina
- Byron Bay
- Gold Coast
- Grafton
- Lismore
- Tweed

National Relay Service
1800 555 630 and www.relayservice.gov.au



HAVE YOUR SAY

Here to support children thrive, connect & belong



**SHAPING
OUTCOMES**



WE ENCOURAGE YOUR FEEDBACK

YOUR FEEDBACK HELPS US TO IMPROVE OUR SERVICE

Shaping Outcomes continuously encourages the input of service users in relation to feedback, both positive and negative.

As feedback is the most reliable source for improving quality of services and activities, we have implemented policies and procedures to ensure that we are constantly enhancing services we provide.

Feedback from service users will be used to inform service planning including monitoring and evaluating activities. Feedback will also contribute to the decision making processes of the organisation, in team and Board meetings.

Feedback may be communicated face-to-face or over the phone with one of our members of staff, an email or written letter addressed to a staff member, surveys provided by Shaping Outcomes, and/or anonymously via the feedback box located in the service or the feedback form located on our website at www.shapingoutcomes.com.au. You may choose to have a support person present when making a complaint, this can include an advocacy service.

There are different types of feedback:

• Feedback

Feedback is information about reactions to a service, a person's or organisation's performance of a task, which is used as a basis for improvement

• Enquiries

An enquiry is to seek information

• Compliments

A compliment is an expression of praise

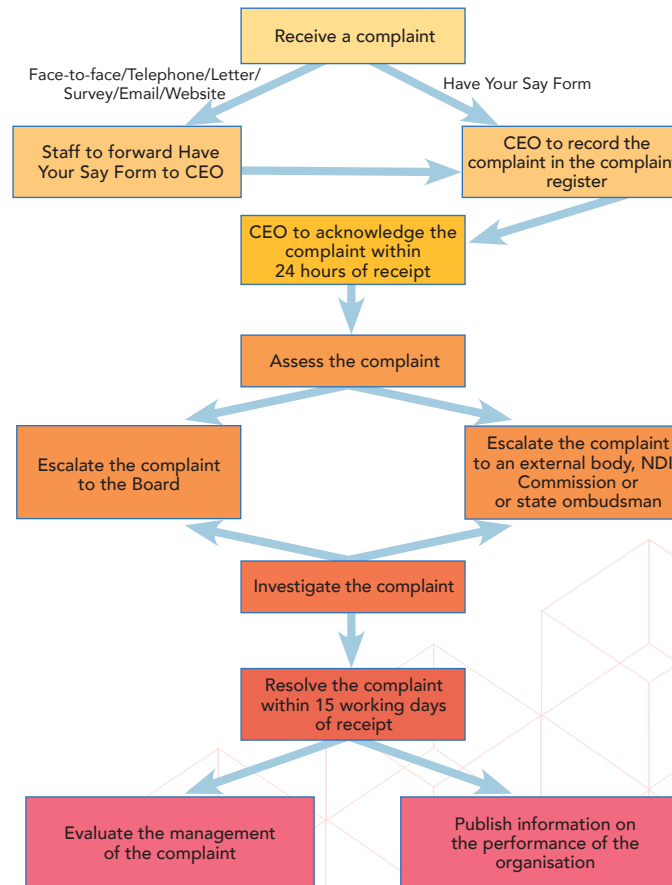
• Complaints

A complaint is an expression of dissatisfaction with service provision or how a matter was handled, including functions performed.

OUR COMPLAINTS PROCESS

At Shaping Outcomes, we value the input of families, carers, and the wider community. Your complaint is an important matter to us and we will endeavour to resolve this matter to your satisfaction, and we will investigate this matter with fairness, concern and confidentiality.

We are committed to investigating your complaint by implementing the following processes to seek a collaborative and timely resolution.



MAKING A COMPLAINT

We accept a complaint as anything you think is unfair or which makes you unhappy with your service. Shaping Outcomes has clear guidelines which address complaints, grievances, concerns or problems.

Shaping Outcomes and its staff, consider all complaints in a respectful and non-judgemental way. We will work together with all parties in a timely manner, to come to a possible resolution to ensure all needs and expectations are being recognised.

HOW TO LODGE A COMPLAINT

Shaping Outcomes is committed to ensuring that any service user has the right to lodge a complaint or to appeal a decision of the organisation. This ensures that the concerns of the service user are addressed in ways that ensure access and equity, fairness, accountability and transparency.

Complaints or grievances may be facilitated face-to-face or over the phone with one of our members of staff, the CEO, or the Chair of the Board, an email or a written letter addressed to a staff member, and/or the completion and lodgement of the complaints form. The form on this brochure can be completed and given to any staff member or Board Member.

A service user may nominate any person within the organisation as their key contact regarding their complaint.

Also you have the right to lodge a complaint through:

- NDIS Commission: 1800 035 544, www.ndiscommission.gov.au
- NSW Ombudsman: 1800 451 524, www.ombo.nsw.gov.au
- QLD Ombudsman: 1800 068 908, www.ombudsman.qld.gov.au
- Other relevant services.

LODGING AN APPEAL

Service users or their advocate may lodge an appeal if they disagree with a decision made by the organisation, or by a staff member. An appeal should be made in writing or by email and submitted to the Chief Executive Officer.

ABOUT YOU Your details as the complainant

Date of complaint			
Name of complainant			
Street address			
Suburb			
State		Postcode	
Contact Mobile			
Contact Phone			
Email			

Signature of complainant	
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Form received by (office use)	
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Shaping Outcomes staff member

GET IN TOUCH

in person Florence Street

mail PO Box 105

Tweed Heads NSW 2485

phone 1800 317 468

email admin@shapingoutcomes.com.au

web www.shapingoutcomes.com.au



THE COMPLAINT FORM What is your complaint about?

Description of complaint:

Please provide as much detail as possible about the complaint, including what happened, who was involved, and when it occurred.

[illegible]

Date(s) matter occurred (if applicable)	Person(s) involved in complaint	Person nominated as key contact regarding complaint

Desired outcome:

[illegible]