



We welcome  
your feedback



At Outcare your feedback is important as it helps us to know what we are doing well, and what we need to improve.

The general public and any person connected with **Outcare** has the right to give us feedback, express their concerns, and lodge a complaint. These guidelines explain how you can do that.

You can choose from one of the following options to provide your feedback, concern or complaint:

- Tell one of our employees
- Visit us at our office, 27 Moore St, East Perth WA 6004
- Call us on (08) 6263 8622
- Write to PO Box 616, Cannington WA 6987
- Email **outcare@outcare.com.au**
- Complete our online or hard copy form



# We are committed to listening to you and addressing your feedback or concerns as soon as possible.

Please contact our direct support employees or their managers in the first instance if they can address your concerns. If you believe your concerns cannot be addressed at this level, please use the options above to contact the Executive or Managing Director responsible for this service.

---

## Complaints

We are committed to handling complaints effectively as we believe it is fundamental to the provision of quality service.

You can express your dissatisfaction with our services, the behaviour of any of our employees, including the Managing Director and Directors, or the complaints handling process itself by using one of the options available.

### **What happens after you make a complaint?**

- Your complaint will be acknowledged, assessed and resolved in a fair, efficient and timely manner.
- We will inform you about how the complaint will be resolved and the expected timeframe.
- We might ask you for more information to better understand the issues and concerns.
- We will ask for your permission to speak with our customers if you are making a complaint on their behalf.
- We will explain to you and/or the person affected about the outcomes of your complaint.
- We will take the necessary actions to address the issues and concerns raised.
- At your request, we will provide you with an update on the progress of actions and outcome.

### **What happens if we do not resolve the complaint to your satisfaction and/or if you disagree with the way we handle your complaint?**

- You can ask for the decision to be reviewed.
- You can contact us if you are not happy about how your complaint was managed.
- You can seek the support of a government department or advocacy organisation.
- If you wish, we can help you to contact them or you can find their contact details on our website.

# Feedback, Concerns & Complaints Form

Please use the form below to submit feedback or lodge a complaint. It is important that you provide your details so we can contact you.

If you wish to make a confidential or anonymous complaint, please call us on 6263 8622. You will be redirected to the appropriate person and will not be asked for your personal details.

|            |  |
|------------|--|
| Full name: |  |
| Phone:     |  |
| Date:      |  |
| Email:     |  |

## Your relationship with Outcare

Client

Employee

Family member

General public

Other, please specify:

---

## Program your feedback relates to

|                                 |                    |   |
|---------------------------------|--------------------|---|
| Aboriginal Throughcare          | Career Development | Community Inclusion                       |
| Links                           | Reconnect          | Sisters of St John of God Women's Program |
| START Court                     | Tidda              | Thrive                                    |
| Time to Work Employment Service | Youth Residential  |   |

|                                  |             |                   |            |                  |
|----------------------------------|-------------|-------------------|------------|------------------|
| Preferred contact method:        | Email       | Phone             |            |                  |
| Select feedback type:            | Complaint   | Concern           | Other      | General Feedback |
| How do you wish to provide this: | Anonymously | Behalf of someone | Personally |                  |

### Select feedback category:

|                                   |                              |                           |
|-----------------------------------|------------------------------|---------------------------|
| Abuse and neglect                 | Bullying and harassment      | Communication             |
| Duty of Care                      | Employee behaviours/attitude | Employee skills/knowledge |
| Personal health/safety/well-being | Policies and procedures      | Restricted practice       |
| Rights of the individual          | Service management           | Service provision quality |
| Vehicle driving incident          | Other, please specify:       |                           |

### Who is the feedback about?

Client      Employee      Executive/CEO      Family/guardian      Management

Other, please specify:

---

### Details of your feedback, concern, or complaint:

### Do you require any additional support with communication?

Yes    No

If yes, please specify:

---

### What outcome do you wish to achieve?

Apology      Conciliation      Disciplinary action      Explanation      Recognition

Other, please specify:

**Thank you for your feedback.**

**Please send your completed feedback form to:**

Managing Director, Outcare  
27 Moore St East Perth WA 6004.

## External support

If the matter has not been resolved to your satisfaction, you may wish to contact one of the following organisations. We can help you to contact them if you wish.

### NDIA Internal Review

P 1800 800 110

E [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

### People with Disabilities (WA)

P (08) 9420 7279

[pwdwa.org](http://pwdwa.org)

### Ombudsman WA

P 1800 117 000

[ombudsman.gov.au](http://ombudsman.gov.au)

### NDIS Quality &

### Safeguarding Commission

P 1800 035 544

[ndiscommission.gov.au](http://ndiscommission.gov.au)

## Feel free to reach out.

### Outcare

27 Moore St, East Perth WA 6004

P (08) 6263 8622

E [outcare@outcare.com.au](mailto:outcare@outcare.com.au)

[outcare.com.au](http://outcare.com.au)

