



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 our office, Level 2, 631 Karel Avenue, Jandakot WA 6164
- 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	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

Level 2, 631 Karel Avenue, Jandakot WA 6164

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

People with Disabilities (WA)

P (08) 9420 7279

pwdwa.org

Ombudsman WA

P 1800 117 000

ombudsman.gov.au

NDIS Quality &

Safeguarding Commission

P 1800 035 544

ndiscommission.gov.au

Feel free to reach out.

Outcare

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