

What if I am not satisfied with the outcome of the complaint I made to Emily's Hope?

If you are not satisfied with the outcome of your complaint, there are other options available. There are external organisations available to help you resolve your complaint with Emily's Hope, as well as advocacy services.

NDIS Commission

Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged. [National Relay Service](#) and ask for 1800 035 544.

Completing a [complaint contact form](#).

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way.
- NDIS services and supports that were not delivered to an appropriate standard.
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.

[Information on how to make a complaint](#)

Advocacy Services

[Information on advocacy services near you](#)

If you have any questions, or would like to discuss anything further, please contact us via one of the following:



0491 603 611



pat@emilyshope.com.au



Your suggestions, comments, feedback, and complaints are important to us.

We are committed to continuous improvement in how we provide support coordination and service excellence. Your feedback and any complaints you have will *not* impact the level of service you receive and expect, from Emily's Hope.

How you feel about us and the support and services we provide matters to us. We encourage you to be open with our staff by providing suggestions, compliments, and feedback so we can improve how we help you - because this also helps others.

Tell us by talking with or phoning a staff member, sending an email or letter, or through our website.

Can I lodge a complaint?

Yes. If you have any concerns or you are not fully satisfied with the support and services you receive from Emily's Hope, please make a complaint so that we can take action to improve your experience. If you are lodging a complaint on behalf of someone else, please make sure the person knows you are doing this.

What about confidentiality?

All complaints made to Emily's Hope, or about us, are *confidential*. This means only the people who are involved with the complaint, and in the complaint process, will know about it. You have the option of complaining anonymously, which means no-one will know it was you making the complaint. If you wish to remain anonymous throughout the process, we need to let you know that this may limit ways in which we can help you directly.

How do I lodge a complaint?

Making a complaint is simple, and you will be guided and informed throughout each step of the complaints process. You can make a complaint by telling one of our staff, or by emailing a staff member of a Director, or by completing the complaint form on our website.

<http://www.emilyshope.com.au/>

If it helps you, we encourage you to have a support person (a relative, friend, carer or advocate) to assist you during the complaints process. If you don't have someone who can support you, let us know and we will direct you to appropriate organisations who can provide a support person.

What happens when I give feedback or make a complaint?

The following outlines what will happen when you provide suggestions or comments, feedback or lodge a complaint. You will be kept informed of the progress of any complaint.

We encourage you to talk with your Coordinator first. If they cannot resolve your concern or need, then please complete a complaint form on our website. We will take the following measures to ensure we address fully your concern, and in a timely and appropriate way.

Suggestions & Comments	Feedback	Complaints
<p>Shared with your Support Coordinator and their leader.</p> <p>If specific to your needs and preferences, your Support Coordinator will talk through how they will be inclusive of this.</p> <p>If relevant, is captured in our continuous improvement process so that we learn from your input.</p> <p>Your Support Coordinator will confirm that actions have been taken.</p>	<p>Feedback is shared directly with the person to whom it relates.</p> <p>Regardless of whether feedback is a compliment or an area of improvement, your feedback will be shared with the Directors.</p> <p>Feedback will be noted within the organizational system so that it can be referenced and reviewed as required.</p> <p>You will be advised of the outcome of your feedback.</p>	<p>Complaints are sent immediately to a Director.</p> <p>Director, or their delegate, will review the complaint and determine the necessary action. You will be advised of a timeline for complaint resolution.</p> <p>Complaint will be fully investigated.</p> <p>You will be advised of the outcome of the complaint and the actions Emily's Hope will implement.</p> <p>If resolution is not satisfactory, alternate options will be provided with appropriate information.</p>