



connected



City of Burnside Home Support Program

Compliments, Complaints and Appeals

Fact Sheet 2016/17

About your rights

You are encouraged to provide both positive and negative feedback on any aspect of your service and you also have the right to appeal any decision in regard to your service. You will not be disadvantaged in any way by lodging a complaint or appeal.

Information may be given in person, over the telephone, by email, in writing or via Council's website. A complaint will also be accepted anonymously, but will only be acted upon if the matter is relatively serious and there is sufficient information to enable an investigation.

If you need help to make a complaint or submit an appeal, staff can provide information or assistance to access an advocate or a *City of Burnside Advocacy Fact Sheet* provides contact details.

Complaint management

Any complaints and appeals submitted will be:

- Handled in a private and confidential manner
- Dealt with fairly, promptly and without retribution
- Acknowledged and investigated, with feedback provided on progress or outcomes
- Resolved wherever, and as soon as, possible.

Some complaints can be resolved at first point of contact, with all parties agreeing to the outcome, while others may require further investigation. In this case, your complaint will be acknowledged in writing within three business days and the Program Facilitator or Manager Community Connections will endeavour to resolve the issue within 21 days. During this time, you will be kept informed of progress, actions taken and any outcomes achieved.

If the issue cannot be resolved, you have the right to refer the matter to an advocacy or mediation service and will be provided with support to do that if you prefer.

Appeals management

If a complaint remains unresolved, you can lodge an appeal to Council's Chief Executive Officer and the issue will be managed through the *City of Burnside Complaint Handling Policy*.

Your decision to access your right of appeal will not disadvantage you in any way and you can still choose to be represented by an advocate.

Aged Care Complaints Commissioner

If you don't feel comfortable talking with City of Burnside about your concerns, or your complaint remains unresolved, you can contact the Aged Care Complaints Commissioner.

The Commissioner's office will provide support for you to attempt to resolve the issue directly, explain the complaints process, and support you to make an effective complaint.

Compliments management

The City of Burnside Home Support Program staff member who receives the compliment will record the comment in your case notes and refer it to the appropriate Program Facilitator.

The Program Facilitator will ensure the compliment reaches the right people, including another organisation where the service has been delivered under contract.

Service improvement

Compliments and complaints both contribute to continuous quality improvement in City of Burnside's Home Support Program.

Program Facilitators use the compliments, complaints and appeals process to review existing management protocols and procedures and refer recommendations for change to the Manager Community Connections. Feedback is also passed on to contracted providers or brokering agencies.

Any identified trends in complaints are monitored and analysed so that this information can be used to improve services generally.

More information about making a complaint or submitting an appeal is available from Program Facilitators or you could contact any of the organisations listed in this Fact Sheet.

Useful contacts

Aged Care Complaints Commissioner

GPO Box 9848, Adelaide SA 5001

Phone: 1800 550 552

Online: agedcarecomplaints.gov.au

Website: www.agedcarecomplaints.gov.au

The Aged Care Complaints Commissioner provides a free service to people receiving aged care services funded by the Australian Government if they want to raise concerns about the quality of care or services they are receiving. The office encourages clients and/or carers, if comfortable, to resolve concerns directly with the provider – but provides support to resolve concerns when direct interaction has not been effective. The website provides useful information about how to make a complaint.

Disability Advocacy and Complaints Service of South Australia (DACCSA)

29 High St, Kensington, SA 5068

Phone: (08) 7122 6030

Email: admin@dacssa.org.au

Website: www.dacssa.org.au

DACCSA provides support, information and advocacy for all people with disability, their families, friends and carers.

Aged Rights Advocacy Service (ARAS)

16 Hutt Street, Adelaide SA 5000

Phone: (08) 8232 5377

Email: aras@agedrights.asn.au

Website: www.sa.agedrights.asn.au

ARAS is a free, confidential service and provides advocacy assistance to support older people uphold their rights and responsibilities. The ARAS website provides more information about how ARAS can advocate on your behalf if you have an unresolved complaint.

This Fact Sheet is a summary of the City of Burnside Home Support Program's Management Protocol and Procedures in regard to Compliments, Complaints and Appeals. If you would like to see the full document, please ask your Program Facilitator.

City of Burnside Home Support Program contacts

Office Hours Monday to Friday 8:30am – 5:00pm

Manager Community Connections	8366 4143
Team Leader Community Support and Wellbeing	8366 4176
Facilitator – In Home Support	8366 4227 homeassist@burnside.sa.gov.au
Facilitator – Group Social Support	8366 4144 3Rs@burnside.sa.gov.au mensshed@burnside.sa.gov.au
Community Care Administration	8366 4142
Social Activities Administration	8366 4166
Home Maintenance Administration	8366 4221
Group Social Support Administration	8366 4221

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