



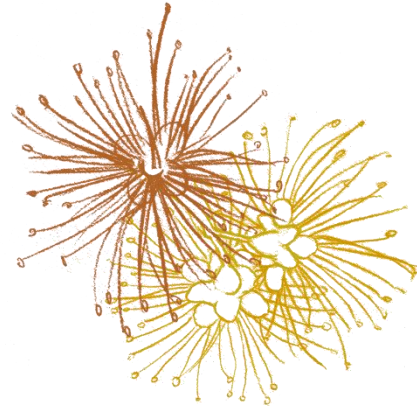
Lilly Pilly

COUNSELLING INCORPORATED

COMPLAINTS AND FEEDBACK POLICY INFORMATION SHEET

Our Commitment

Our aim is to give you the best quality service. If you have found our service helpful or have any ideas on how something can be done better, please let us know. We also want to know if you are not happy or have concerns about any part of our service.



Can I comment on anything?

Yes! You do have the right to express your comments about any part of any service at

Lilly Pilly Counselling Inc.

A comment may be: a compliment, a suggestion, an idea, a fear, a concern, a complaint

Making a complaint can often be difficult. This following guide may help you. What do I do first?

First, it's best to talk to the Lilly Pilly provider concerned. If you do not feel comfortable speaking directly to your provider, or are not satisfied with the response you receive, you can lodge a complaint via our feedback loop at www.lilypillycounselling.com.au, or with one of our management team via email, fax, mail or phone.

Post: Lilly Pilly Counselling Inc, 2 Sunset Avenue, Cronulla, 2232

Fax: 02 80760426 | Email: lilypillycounselling@hotmail.com / melish82@hotmail.com

Phone: Director Karen Duncan M: 0425381680 | Director Karen Doherty M: 0407952350 | Systems Manager Melinda Dillon M: 0410551571

What happens next?

Your feedback or complaint is documented so that the matter can be dealt with sensitively and quickly. Within seven days, you shall receive written confirmation that:

- Restates your comments to ensure we understand your complaint or feedback
- Provides you with the name of the person who is managing your matter and how to contact them
- Let's you know what steps we are taking to deal with your feedback or complaint.

What happens after this?

We will contact you by phone to talk about what you want to do and the next steps. If we are not able to resolve the matter within the 14 days of your original contact, we may ask you to formalise the matter in writing (if you have not already done so).

Our aim is to investigate and resolve the matter within 28 days of receiving feedback or a complaint. Where this is not possible, we will contact you to explain why.



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Our aim is to make sure we take your feedback or complaint seriously and address the matter promptly. Importantly, your feedback or complaint is welcomed, without fear or adverse consequence or loss of your rights to access Lilly Pilly services.

Can I have someone to help me?

Yes! It is OK to have a friend or person you trust to help you in any of your dealings with Lilly Pilly Counselling Inc. This Support Person or Advocate can help you put your comments in writing, be with you when you put forward your comments or attend any meetings.

What if I need an interpreter?

Lilly Pilly Counselling Inc will assist you if you need an interpreter. There will be no cost to you for this service.

What are my rights?

Your Feedback, Compliment or Complaint is important to us and will be treated with fairness, transparency, respect and accountability. You have the right to provide Feedback, a Compliment or a Complaint that will be welcomed without fear or adverse consequence or loss of your rights to access Lilly Pilly services.

You have the right to engage an independent Support Person or Advocate to help you through the Feedback or Complaint process.

What if I don't feel right about dealing directly with Lilly Pilly?

If you are not comfortable making a Complaint directly to Lilly Pilly, you may do so with an outside Authority, such as:

- **NDIS Quality and Safeguards Commission** 1800 035 544
Online: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>
- The Mental Health Carers ARAFMI Australia, www.arafmiaustralia.asn.au/
- The Mental Illness Fellowship of Australia, www.mifa.org.au/
- Children of Parents with a Mental Illness (COPMI), www.copmi.net.au/
- The Commonwealth Carer Resource Centre on 1800 242 636 (free call).
- NSW Ombudsman on (02) 9286 1000 or Free call on 1800 451 524
- Commonwealth Ombudsman on 1300 362 072 / Indigenous Line: 1800 060 789 / Online: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>
- Aging and Disability Commission on 1800628221
- Central and Sydney Primary Health Network if you are a PSS (Psychological Support Services) client on 1300 170 554 / Online: https://cesphn.foliogrc.com/contracts/new?contract_template=12&token=N4WkL8w3BgiNz9SjRw1

It is a contractual and legal requirement that in relation to NDIS consumers, Lilly Pilly Counselling Inc report all serious incidents to the NDIS Quality and Safeguards Commission that meet their definition of reportable incidents. For more information about reportable incidents go to this link:

<https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents>



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How do I go about writing my complaint?

To help you write your feedback, compliment or complaint, the following tips can assist you structure what you would like to tell us:

- the date and location of any instance, event or incident
 - the Lilly Pilly service and location or program name you are referring to
 - who you are complimenting or complaining about (i.e.: their name)
 - what actually happened that led to you to needing to tell us
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- how this has affected you (egg: positively, negatively, no effect)
 - any suggestions for improvement (we welcome your ideas)
 - what outcome you are seeking (e.g.: what you'd like us to change or do differently).

Do I have to provide any other information?

To assist Lilly Pilly to action, acknowledge or investigate your Feedback, Compliment or Complaint, please attach any supporting documentation that you think is relevant.