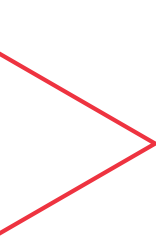




Complaints are a gift!



My Place welcomes feedback about its services: whether they are queries, suggestions, commendations or complaints.

Feedback and complaints have an important role in improving the services that My Place provides.

You have a right to be heard – and we have an obligation to listen

People who My Place supports are encouraged to provide feedback and make complaints without fear of negative consequences.

If you make a complaint, you can expect to have it dealt with promptly, thoroughly and respectfully. My Place will make any reasonable enquiries to ensure that we are aware of all the facts. Treatment of complaints will be fair to all involved parties.

My Place will also make every effort to protect your privacy and keep any written record of your complaint confidential.

What you should do first – and how we should respond

Most concerns can be resolved by speaking directly to the person concerned. A family member or an advocate can help you with this if you feel uncomfortable.

If you don't feel comfortable talking to the person concerned, you can talk to the person's supervisor about your complaint.

What you can do next – and how we should respond

If you feel that your concern has not been satisfactorily resolved after following these first steps, you can raise your concern with a My Place manager. The manager must respond to you directly within five working days.

If you are still not satisfied with the outcome of your complaint, the Managing Director of My Place will be informed and must respond to you directly within 10 working days.

If you are still not satisfied, the Managing Director will formally advise the Board of My Place, who will delegate one of the Board members to become involved.

Where else you can go

If the complaint remains unresolved from your perspective, you are welcome to contact any of the services listed below to help you to have your concerns addressed.

Other services that may be able to help you.

The following agencies may be able to support you in addressing your concern or making a formal complaint:

Citizen Advocacy Perth

9445 9991

Ethnic Disability Advocacy Centre

9388 7455 or 1800 659 921 (freecall)

People With Disabilities WA

9420 7279 or 1800 193 331 (freecall)

**Health & Disability Services
Complaints Office**

6551 7620

**The National Disability Abuse
and Neglect Hotline**

1800 880 052 (freecall)

**Dept. of Communities (Child
Protection & Family Support)**

1800 013 311 (freecall)

dcp.wa.gov.au

**NDIS Quality and Safeguards
Commission**

1800 035 544 (freecall) or TTY 133 677

ndiscommission.gov.au

MyAgedCare

1800 200 422 (freecall)

myagedcare.gov.au



My Place
my life, my choice

17 York Street
Subiaco WA 6008
T 6380 2927 F 9388 7979
myplace.org.au

Our shared values

(what you and My Place jointly believe and commit to achieve)

Autonomy - Promotion of independent thought and action through exploring, choosing and creating.

Individuality - Acknowledging and respecting our unique needs and desires.

Equality - Promotion and protection of equal rights and opportunities for all.

Accomplishment - Personal success, growth and fulfilment.

Security - Stability of desired lifestyle and confidence about the future.

Humanity - Commitment to wellbeing of all.

Our service charter

(how we will work with you)

- Communicate and act in an open, transparent and honest manner.
- Ensure that you are involved in decisions that may affect the services provided.
- Treat you with respect and consideration.
- Be responsible for our actions in relation to decisions that we make together about the supports that will be provided.
- Provide you with information that will assist you to make the best decisions about your supports.
- Seek your permission before providing information about you to other people.
- Keep your personal information secure and confidential.
- Follow the proper process should you have a complaint or grievance.