

Have Your Say



Tell us your ideas, complaints and concerns

Direct Care Australia (DCA) believes that the views and opinions of all our customers and parents/carers/advocates are important in helping us continually improve our service.

You have the right and are encouraged to raise a complaint or provide us feedback on how we can improve our service.

Complaints and Feedback

A complaint is anything that you find unsatisfactory and unacceptable. Feedback can include:

- Concerns for anything that makes you feel unhappy, worried or unsure.
- Suggestions for anything that could improve how we deliver our support to you.
- Any comments about us including anything you are happy about.

What to do with my complaint or feedback:

- Talk to a staff member at DCA that you feel comfortable with.
- Call the DCA head office at 08 8336 861
- Email DCA at feedback@directcare.com.au
- Fill out a form on the DCA website www.directcare.com.au/contact/feedback
- Tell a friend or an advocate.

Your Right to an Advocate

An advocate is anyone who supports you and helps you to explain and say what you want so that your views are heard, and problems or other matters can be resolved.

This can be a member of staff or family, a friend, someone you feel comfortable with, or someone who is a trained advocate.

An advocate can give you information and advice to help you make decisions, plan for your future or provide feedback to DCA.

What will DCA do with my complaint?

- Listen to you.
- Acknowledge your letter or email within 5 business days
- Contact you within 10 business days to discuss your complaint.
- Tell you what action will be taken.
- Treat your comments confidentially.
- Assist in arranging for an interpreter or any other assistance if required.
- Follow up to make sure that your complaints and feedback have been addressed.

Other methods to Have Your Say:

You can elect to participate in DCA's annual Customer Satisfaction Survey which gives you the chance to speak anonymously and honestly about our service.

A Support Plan is prepared yearly with customers, families and staff to identify and communicate the key goals and improvements in how we deliver support to you.

What if I am not happy with DCA's response to my complaint or feedback?

You may wish to discuss your complaint or feedback with an external complaints body, another organisation, or tell someone who does not work for DCA. We will cooperate with you/your supporters to try and resolve your complaint.

Examples of other groups/organisations that can help you with your complaint or feedback:

NDIS Quality and Safeguards Commission P: 1800 035 544

www.ndiscommission.gov.au/participants/complaints

Aged Care Quality and Safety Commission P: 1800 951 822

www.agedcarequality.gov.au/making-complaint/lodge-complaint

In writing:

GPO Box 9819

(Your capital city and state or territory)

Health & Community Services Complaints Commissioner (HCSCC) P: 08 82268666

Country callers: 1800 232 007 (toll free)

www.hcsc.sa.gov.au

National Relay Service

TTY 1800 555 630

Voice 1800 555 660

TTY/Voice calls 133 677

Speak & Listen: 1300 555 727

Advocacy for Disability Access and Inclusion Inc. P: 08

8340 4450

Country callers: 1800 856 464 (toll free)

www.advocacyfordisability.org.au

Aged Rights Advocacy Service Inc. Free

Call: 1800 700 600

P: (08) 8232 5377

www.sa.agedrights.asn.au

Citizen Advocacy South Australia P: 08 8410 6644

www.citizenadvocacysa.com.au

Department of Human Services P: 08 8413 9002

<https://dhs.sa.gov.au/contact/feedback>

Disability Advocacy & Complaints Service of SA Inc. P: 08 7122 6030

www.dacssa.org.au

Disability Rights Advocacy Service P: 08 8351 9500

www.dras.com.au

Independent Advocacy SA Inc. P: 08 8232 6200

www.independentadvocacysa.org.au