

InFocus Feedback Statement

InFocus welcomes feedback on our services, including both compliments and complaints.

Our preferred method for receiving feedback is through our Feedback Portal which is available through the contacts section of our website www.infocusdisability.org.au. It is our goal to confirm receipt of feedback within 2 working days. When complaints are received we strive to work with you to find a resolution to the complaint within 7 days.

However, if the matter is urgent please contact directly through phone contact on 1800 928 437.

Principles

InFocus respects the right of children, young adults with disabilities and/or their parents or guardians receiving services and supports from InFocus to make a complaint in relation to services and supports delivered by InFocus. When InFocus receives a complaint these principles will apply.

- The principle of **natural justice** through a process that displays fairness to all parties.
 - o the right to be heard
 - o the right to be treated without bias
 - o the right to be informed of all allegations being made
 - o the right to be provided with an opportunity to respond to all allegations being made
- The Principle of **Confidentiality**. Disclosure of information relating to a complaint will be limited to as few people as possible, and only to those who are legitimately involved in the process of resolving the complaint.
- The Principle of **Cooperation**. Where possible, complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimizes any potential detriment to ongoing relationships.
- The Principle that complaints are **free from retribution**. No person will be victimised because they raise a complaint or are associated with a complaint.
- The Principle of **Accountability**. The complaint system and individual complaints will be visible in our system to appropriate persons for the purpose of visibility of the complaint and improving our performance.
- The Principle of **Responsiveness**. The complaint will be acknowledged and acted upon in accordance with basic human rights, applicable legislation, regulations, principles, standards and codes of conduct. Complaints will be reviewed and when required actions created and monitored. Feedback on progress and outcome of the complaint will be transparent to the complainant.
- The Principle of **Support**. At any time during the process an advocate can assist in the resolution process. The advocate may be a friend, family member or a person from an

external advocacy service. –

- via the Website www.infocusdisability.org.au through the “Contact Tab” – Your Feedback,
- in person,
- by phone, or
- email to your InFocus contact or their supervisor.

Making a complaint to the NDIA Quality and Safeguarding Commission

Clients and families can also lodge complaints with funders and external agencies and we can assist you if you wish. If we can't resolve your complaint, you are unhappy with our response to your complaint or you wish to complain about us and / or other agencies to an external body, please use the following contacts.

I'm not happy with service from an NDIS Funded Service, including InFocus	The NDIA Quality and Safeguarding Commission	1800 035 544 https://www.ndiscommission.gov.au/about/complaints-feedback/complaints
I'm not happy with the NDIA's actions or decisions	NDIA or	1800 800 110 www.ndis.gov.au
	Commonwealth Ombudsman	1300 362 072 www.ombudsman.gov.au

Other key complaint resolution contacts are:

- [Commonwealth Administrative Appeals Tribunal](#), phone 1800 228 333
- [Anti-Discrimination Commission of Queensland](#), phone 1300 130 670 or TTY 1300 130680
- [Australian Health Practitioner Regulation Agency](#), phone 1300 419 495
- [Australian Human Rights Commission](#), 1300 656 419
- [Crime and Corruption Commission Queensland](#), phone 1800 061 611 (toll-free) or (07) 3360 6060
- [Office of Fair Trading Queensland](#), phone 13 QGOV (13 74 68)
- [Office of the Health Ombudsman](#), phone 133 OHO (133 646)
- [Office of the Public Guardian](#), phone 1300 653 187
- [Queensland Civil and Administrative Tribunal](#), phone 1300 753 228
- [Queensland Ombudsman](#), phone 1800 068 908 (outside Brisbane toll free) or (07) 3005 7000