



*People with a disability,
families, support workers,
carers and the general public
are encouraged to give
feedback about the support
and services Hervey Bay
Community Access Assoc.
offers.*

*Your complaint / feedback
provides us with information
to help improve the quality of
the service we are striving
to achieve*

All feedback and issues
(written and/or verbal)
raised will be managed in a
positive, transparent and
confidential manner within
set time frames.

***WHAT SHOULD I DO FIRST
WHEN I HAVE A CONCERN?***

You are encouraged to raise
your concern with someone
you feel comfortable with.

*If you are not satisfied with
the outcome, or not happy to
discuss the issue with a staff
member, you should contact the
Manager, or choose someone to
speak on your behalf.*

Phone the CEO on 41254211

*(For more information please
refer to your Information
Handbook)
Or on our website*

www.herveybayaccess.org.au

***How do I make a complaint
or offer feedback?***

*The first is to talk to your support
worker or the CEO (phone
41254211). They will help you get
the issue or problem clear in your
mind and write down all the details
of your complaint on a "Complaints /
Feedback Form". The CEO will then
decide if he/she needs to gather
more information before deciding
on the best way to help with your
complaint. The CEO will try to find
a way that meets your needs.
HBCAA has a Policy and Procedure
in place to provide an accessible
and responsive complaints process.*

HBCAA will keep you informed
about the progress of your
complaint / feedback. You will be
asked if you are satisfied with the
outcome and the way it was
handled.





WHAT IF I AM NOT HAPPY WITH THE SERVICE PROVIDED?

If you are not happy with something then we encourage you to talk to your Support Worker.

If you are still not happy, talk to the CEO either with your support worker or someone else that you feel comfortable with you.

If you are still not happy, we will encourage you to talk or write to the Board of Management. All conversations and letters to the Board are private and the CEO will organise a Board member to contact you.

If it is still not sorted out, we will encourage you to talk to a Supports Facilitator at DSQ
☎ 41211432

If you want to talk to someone outside of Hervey Bay Community Access about your problem, ask your Support Worker for the phone number for an advocacy agency. These people are there to help and don't cost anything to use.

*A change of staff can be arranged at any time for any reason. **YOU** have to feel comfortable with your support worker*

Remember *IT'S OK TO COMPLAIN*

*If there is a problem,
the only way we are able to fix it
is if we are able to know about it.*

Confidentiality of Complaints:

As far as possible, the fact you have lodged a complaint and the details of that complaint will be kept confidential amongst staff directly concerned with its resolution. Your permission will be obtained prior to any information being given to other parties that it may be desirable to involve in order to satisfactorily resolve your complaint.

If you are not happy with the way we handled your complaint please contact the local DSQ office on

07 41211432

Or contact DSQ Complaints and Prevention Unit Freecall

1800177120

Or contact the State Ombudsman on Freecall

1800 068 908

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“HAVE YOUR SAY”

MAKING A COMPLAINT

