

WE WANT TO HEAR FROM YOU

Achieve Australia welcomes all feedback to understand what we're doing well and where we can improve.

There are three ways you can provide compliments and feedback or lodge a complaint directly with Achieve Australia.

Online:

To provide compliments or feedback, visit achieveaustralia.org.au/contact-us/feedback
To lodge a complaint, visit achieveaustralia.org.au/about-us/complaint-form

Phone:

Call 1300 22 44 38 to speak to a member of our team

In person:

Paper based feedback forms are available at all Achieve Australia sites and can be returned to the Service Manager

If you would like to speak to someone outside of Achieve Australia, please contact Bheard, our third-party complaint management hotline on 1800 925 520 during business hours. Alternatively, more information on lodging a complaint with the NDIS Quality and Safeguards Commission can be found on our website at achieveaustralia.org.au/contact-us/feedback.

Complaints process

Achieve is committed to ensuring that any person accessing our service has the right to complain and provide feedback without fear and with the knowledge that your complaint will be managed confidentially and in a timely manner.

Complaint received

All complaints received are reviewed by our Management Team, and in some circumstances may be escalated to the Risk and Quality Team for action.

Within 7-14 days we will inform you of the action that has or will be taken.

Further investigation

If further information or investigation is required to establish an appropriate action or response, 30 days may be required and you will be notified of progress and outcome.

Major investigation

If your complaint results in the detection of very serious issues, it may trigger a priority major investigation. The timeframes will be determined and you will be notified of progress and outcome.

Responsibilities

If you make a complaint to Achieve Australia you can expect that:

- There is no charge for making a complaint with us.
- There is no disruption in service while a complaint procedure is in process.
- You will not be treated differently because you have made a complaint.
- You will be treated with respect.
- The receipt of your complaint will be acknowledged.
- You will be told what to expect in the complaint handling process.
- We will carry out the complaint handling process in a professional, fair and transparent way.
- We will provide reasons for decisions made
- We will protect your privacy during and after the process.
- Alternative formats for information, such as large print or Easy Read will be made available upon request.

We ask that you provide us with all relevant and new information and not make public comment that could prejudice the investigation.

If you are not satisfied with the way Achieve Australia has dealt with your complaint, or the outcome, options for review may be made available through internal or external review or appeal.

For more information on our feedback and complaints process, please contact us.

1300 22 44 38 quality@achieveaustralia.org.au