

FEEDBACK AND COMPLAINTS

iCare Connections welcomes and values your feedback and complaints.

All feedback provides opportunities for us to improve our services and support you better.

How to give feedback or make a complaint

We encourage you or your advocate to give feedback.

We understand that when you're feeling unwell it may be difficult to give feedback or let us know if you're not happy with something. It's important to know that we appreciate how challenging this can be, and will support you in any way we can. It may be helpful to speak with a friend, carer or advocate that you feel comfortable with about your feedback or complaint. Your advocate may then be able to raise this issue with us.

Or if you don't feel able to share your concern at the time, it's okay to wait until you're feeling better before you raise this with us.

In the first instance, we encourage you or your advocate to contact the iCare Connections Manager to talk about the issue via email manager@icareconnections.com.au or call 0490184979.

What can I expect?

iCare Connections will respond to your feedback or complaint in a fair, timely and unbiased manner.

You will not be disadvantaged in any way as a result of making a complaint. Making a complaint won't negatively impact how you receive support and services, we hope that it will actually help us to improve the support we can provide you.

Feedback and complaints are treated respectfully and confidentially with the option to remain anonymous. You are very welcome to make a complaint without giving your name or identifying yourself, however in some cases it may help us to fix the issue.

Actions to resolve the issue will be carried out to the best of our ability. We will contact you to ask if you are satisfied with our response.

What happens next?

When you submit written feedback, including complaints, iCare Connections will acknowledge receipt of your feedback within 2-3 working days and commence an internal investigation. We will endeavour to have a suggested resolution for you within 10 working days, or contact to update you on progress in that time. We welcome the use of advocates or support people at any stage of the feedback process.



External complaints and advocacy bodies

You have the right to take a complaint to an external body at any time, instead of coming direct to iCare Connections. You can also get in touch with them with any complaints you feel weren't resolved by us. There are a number of organisations that you can contact, please see below.

National Disability Insurance Agency

P: 1800 800 110

E: feedback@ndis.gov.au

Disability Services Commissioner

P: 1800 677 342

E: complaints@odsc.vic.gov.au

Mental Health Complaints Commissioner

P: 1800 246 054

E: help@mhcc.vic.gov.au

Australian Competition and Consumer Commission

P: 1300 302 502

www.accc.gov.au/contact-us/contact-the-accc

Australian Human Rights Commission

P: 1300 656 419

E: complaintsinfo@humanrights.gov.au

Write to: GPO Box 5218, Sydney, NSW, 2001

www.humanrights.gov.au/complaint-information

If you have any concerns, please contact the Manager at iCare Connections:

M: 0490 184 979

E: manager@icareconnections.com.au

www.icareconnections.com.au

