



Complaints

HOW TO MAKE A COMPLAINT

Do you have a concern? Would you like to make a complaint but don't know how? We at Suncoast Therapy Connections value your opinion and concern and if you find a service has been unacceptable to you we want to know and learn from it.

1. You can contact us on any of the formats below:
Telephone number: 0451 026 315
Fax number: 07 5302 6321
Email: info@suncoasttherapyconnections.com.au
Web: www.suncoasttherapyconnections.com.au
Postal: PO BOX 721, Buderim, 4556
2. Every effort will be made to resolve your complaint. We will discuss the process with you and any associated time lines if further investigation is required. We will inform you throughout the complaints process on progress and outcomes specified.
3. If you are unsatisfied with the outcome of your complaint or if you prefer you can contact the relevant agency below dependent on the nature of your complaint.

Key contacts:

Your Home Care Package Provider if they are responsible for funding your services with Suncoast Therapy Connections.

Australian Health Practitioner Regulation Agency (AHPRA)

www.ahpra.gov.au 1300 419495

NDIS Quality and Safeguards Commission

www.commission.gov.au 1800 035544

Commonwealth Ombudsman

www.ombudsman.gov.au 1300 362072

Department of Veterans Affairs (DVA)

www.dva.gov.au 1800 555254

Workcover Queensland

www.worksafe.qld.gov.au 1300 362128

Office of the public guardian

www.publicguardian.qld.gov.au 1300 653187

Aged Care Quality and Safety Commission

www.agedcarequality.gov.au 1800 951822

In order for Suncoast Therapy Connections to ensure that all complaints are dealt with fairly, efficiently and effectively and that safety standards and duty of care obligations are adhered to, the following rights and responsibilities must be observed and respected by all the parties to the complaint process.

Your rights:

Suncoast Therapy Connections recognise your right to:

- Be treated with respect and courtesy and enabled to express your opinions in a way that is reasonable, lawful and appropriate.
- Be informed and consulted throughout the complaints process in a timely manner
- To be given reasons that explain decisions affecting your care
- Privacy and Confidentiality including all rights and/or obligations that apply
- Have another person of your choice support and advocate on your behalf
- Have your comments valued and to make a confidential complaint if you are dissatisfied with the services you receive
- To communicate valid concerns and views without fear or reprisal or other unreasonable response.

Your responsibilities:

As a service user of Suncoast Therapy Connections you recognise your responsibility to:

- Treat staff with respect and courtesy
- Provide a safe work environment for staff to help them provide you with services safely (inform of potential hazards)
- Take responsibility for results of any decisions that you make with staff about your care providing that Suncoast Therapy Connections have enabled you to make an informed choice
- Being honest, cooperative and provide reasonable assistance in relation to complaints resolution providing that Suncoast Therapy Connections have implemented a fair and impartial assessment of your complaint.