

Feedback and complaints

Baptcare wants to help you to know about your rights.

You have the right to tell us what you think about the services you are receiving from Baptcare.

- We want to hear about your experience with Baptcare, good or bad, so we can provide you the best support possible. If you have ideas on how we can improve, let us know!
- We will explain how to give us feedback when we start our services. You can tell us what you think at any time during the service and at the end when you leave the service. We may also directly ask what you think to check our service is meeting your needs.
- Anyone can tell us what they think: you, a member of your family, your carer, someone who knows you, etc.
- There are many ways you can contact us: talk to us face-to-face or over the phone, send us a letter or an email, or complete a feedback form or questionnaire. If you need an interpreter, we can organise this at no cost to you.
- If you want someone to help you say what you think, you can choose a support person to do this and we will deal with that person.
- Giving us your name means that we can discuss your comments or suggestions, but you can choose to be anonymous if you prefer.
- If you are not happy about something, contact your worker, who will try to fix the problem within 5 days. It helps if you can tell us what you want to happen. We will work with you or your support person to find a solution. If you prefer, you can ask to speak to the Team Leader or the Manager. Sometimes the solution may take a bit longer but we aim to have a result within 30 days.
- If you are not satisfied with the outcome, your complaint will be passed on to the General Manager, Service & Operations, and we will continue to work hard to find a resolution.
- You have the right to take it further if you are still not satisfied with Baptcare's solution. You can get independent support from DHHS (1300 884 706), the Office of the Public Advocate (1300 309 337), the Disability Services Commissioner (1800 677 342) or the Ombudsman (03 9613 6222).
- Your complaint is private and generally only people who need to know about it will be told. However, if your concerns are serious or about criminal matters, we will need to report to the authorities. We may need to do this quickly and without asking for permission first.
- Making a complaint will not impact your future access to services in Baptcare.
- We understand that people can get frustrated or angry, but you and Baptcare staff must always be treated with courtesy and respect.