



Complaints and Feedback

About us

Kids Are Kids! is a not-for profit therapy service provider. Our mission is to help children flourish through therapy and family support. Our team is passionate about helping children and families by providing high quality supports.

As part of our commitment to providing a high-quality service, **Kids Are Kids!** strives to continuously improve. Your feedback is important and lets us know if we are meeting your needs and how we could improve our services. At different times we will ask you about what is working well and what could work better. **Kids Are Kids!** will also send out a customer satisfaction and feedback survey annually. We would greatly appreciate any feedback that you provide as you complete this. If at any time, you are not happy with our service, we would like to hear from you on how we can improve.

How you can provide feedback

You can talk to the member of staff with whom you feel most comfortable – this could be your key worker, another therapist or a member of the management team. If you prefer, you can ask an independent person to do this for you. They can be your advocate.

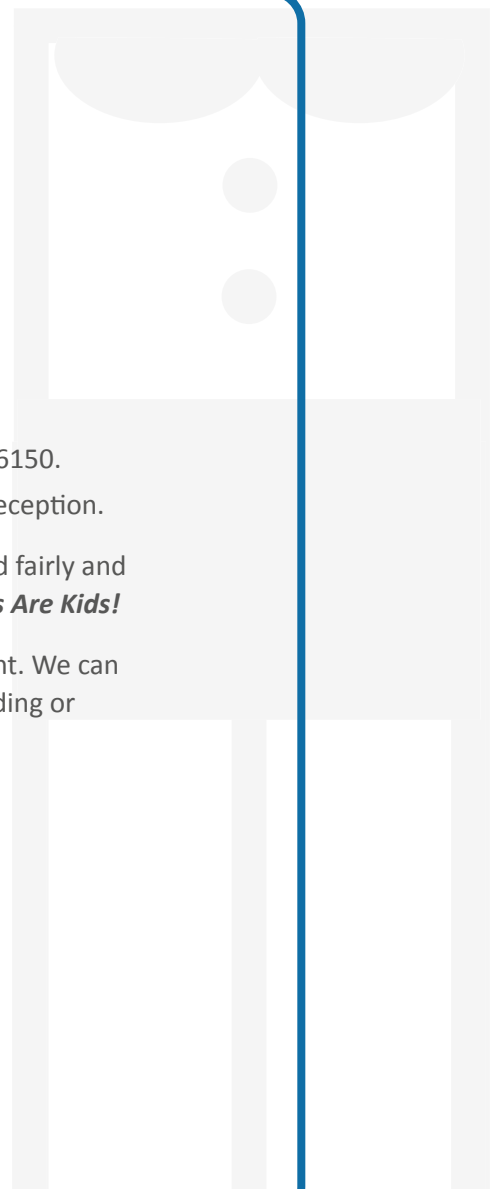


You can give us feedback by:

- Talking directly with your Key Worker or therapist.
- Phoning our office (08) 9313 6566 and asking to speak with a Program Coordinator or the Executive Officer.
- Providing feedback via the website www.kidsarekids.org.au.
- Writing to info@kidsarekids.org.au or 26 Parry Ave, Bateman WA 6150.
- Putting feedback anonymously in the suggestions box located at reception.

What you say will be kept confidential. We will ensure you are treated fairly and any feedback you give won't affect any services you receive from **Kids Are Kids!**

We can offer assistance to help you give feedback or make a complaint. We can also assist you with any difficulties with access, communications, reading or writing, or provide interpreter support.



How we manage complaints

Kids Are Kids! takes complaints seriously. We want to resolve complaints openly, honestly, fairly and quickly. Once we are aware of your complaint, the most appropriate staff member will contact you as soon as possible to acknowledge and address your complaint.

- You can have someone with you when you talk with us.
- You can contact a disability advocate at any time for support. **Kids Are Kids!** can provide you with information about where to find independent advocates or mediators. Information about disability advocates can be found at www.disabilityadvocacyfinder.dss.gov.au.
- You can choose how you would like to discuss your complaint e.g. over the phone or in a face to face meeting.
- We may request information to clarify the issue.
- We will try to help you with your complaint, and take appropriate action.
- Someone else might be able to help you with your complaint. We can tell you who can help.
- If the complaint requires further assessment or exploration we will do this in a timely way and attempt to resolve the matter quickly and efficiently.
- We will keep appropriate records and document any actions taken to resolve your complaint.
- We will keep you informed of the progress of the complaint including:
 1. Any action taken,
 2. The reasons for any decisions made, and
 3. Options to have any decisions reviewed.
- You can ask us to stop working on your complaint at any time.
- We may need to refer your complaint to other organisations if required by law e.g. for criminal concerns or to comply with any relevant mandatory reporting.

If a staff member is not able to resolve your issue, an Executive Officer will contact you within 3 working days and try to help.

If the complaint is not resolved you can do the following:

- Engage an independent mediator.
- Appeal to the **Kids Are Kids!** Board by putting your complaint in writing or asking staff to refer your matter to the Board.



If you are unsatisfied with how we have resolved your complaint you can contact the organisation most relevant to your service **from the list below** or **access an Advocate**.

NDIS Quality and Safeguards Commission

www.ndiscommission.gov.au Free call 1800 035 544 or TTY 133 677. Interpreters can be arranged. The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way.
- NDIS services and supports that were not delivered to an appropriate standard.
- How an NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

Department of Communities

T 08 6217 6888 | Freecall: 1800 176 888

Health and Disability Services Complaints Office

T 08 6551 7600 | Freecall 1800 813 583
www.hadscowestern.gov.au

Kids Are Kids! has a Feedback and Complaints policy which can be accessed on our website at kidsarekids.org.au or can be provided on request.

Reviewing Complaints

Kids are Kids! management team regularly monitors how complaints have been handled. The management team also reviews the outcomes and required actions of any complaint and looks at recurring themes to ensure that we continue to improve and develop the quality of our services.

Advocacy

You have the right to use an advocate. Below is a list of some of the advocacy organisations you can contact.

Developmental Disability WA

Freecall 1800 031 093
www.ddwa.org.au

Ethnic Disability Advocacy Centre Inc. (EDAC)

T 08 9388 7455 | Freecall 1800 659 921
admin@edac.org.au
www.edac.org.au

People with Disabilities WA Inc.

T 08 9485 8900 | Freecall 1800 193 331
National Relay Service 133 677
info@pwdwa.org
www.pwdwa.org

Personal Advocacy Service

T 08 9275 5388
admin@paswa.org.au
www.paswa.org.au

Your Say at UnitingCare West

T 1300 663 298
yoursay@unitingcarewest.org.au
www.unitingcarewest.org.au

Citizen Advocacy Perth West Inc.

T 08 9445 9991
admin@capw.org.au
www.capw.org.au