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Mawson Lakes Physiotherapy Complaints Management

and Complaint Contact Form

People with disability have the right to complain about the services they receive. At Mawson Lakes Physiotherapy we will do our best to provide quality supports and services to people with disability, but issues can occur.

If you have a concern about your current NDIS supports or services, it is important that you talk about it.

Complaints are important—they can help us and other providers understand what is important to people with disability and improve the quality of services we provide, so your complaint can help other people too.

If you feel comfortable, you are encouraged to raise your concern or complaint with your provider at Mawson Lakes Physiotherapy first, as this is often the best way to have your issue resolved quickly.  As a registered NDIS provider we have a complaints management and resolution system in place.

If we are unable to resolve your concern or complaint, then you should seek further support.

You may seek support from family, a friend or an independent advocate in making a complaint.

The following information describes the ways in which your complaint may be dealt with.

A complaint can be made to Mawson Lakes Physiotherapy by:

* + Phoning: 08 8262 9999
  + Via email at: [mawsonlakessc@gmail.com](mailto:mawsonlakessc@gmail.com)
  + Completing a complaint contact form (located at the end of this article).

A complaint can be made to the NDIS Commission by:

* Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
* [National Relay Service](https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service) and ask for 1800 035 544.
* Completing a [complaint contact form](https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF) on line.

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

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.

Other external organisations where complaints can be made include:

• the Equal Opportunity Commission;

• Safe Work SA;

• Office for Public Integrity;

• SAPOL; or

• Exercise any other right or remedy legally available to them.

**What happens after I make a complaint?**

Your complaint will be acknowledged, and a member of the Mawson Lakes Physiotherapy team will arrange a time to talk to you to understand the concerns you are raising. We might ask you:

* for enough information so we can understand the issues involved and any immediate concerns
* if you are making a complaint on behalf of an NDIS participant, whether we can speak to them to seek their input and understand their concerns
* for your permission to speak to the NDIS provider about your complaint, and to seek further information and documents from them

We will confirm with you the issues raised in your complaint, and the outcomes you are seeking. Your consent is required to start the resolution process.

**How is my complaint resolved?**

Our aim is help you resolve a complaint quickly and simply. To do this, we will review the information provided to us by yourself and the NDIS provider, and talk to everyone involved about this information.

**Resolution**

We can often resolve complaints by speaking with you and the NDIS provider. Our involvement can help to clarify issues and bring information to everyone’s attention.

**Example:** John complained that the provider of his massage therapy was not seeing him frequently enough. We contacted the provider about John’s complaint, and they were able to schedule more regular appointments. John was happy with this result.

**Conciliation**

**Conciliation** can be used to try to resolve a complaint that could not be resolved through other processes. The most common form of conciliation is a meeting between the person making the complaint, the person with a disability affected by an issue raised in the complaint, and the provider. Advocates or other support people may also be involved. Participation in a conciliation meeting is voluntary.

The purpose of a conciliation meeting is to help people understand the concerns being raised and to reach agreement on how a complaint can be resolved. Individual meetings or phone conversations are scheduled ahead of the conciliation meeting to help each party prepare and plan how they will participate.

The NDIS Commission can facilitate the conciliation and help to clarify the issues and encourage discussions between people at the conciliation meeting. They do not advocate for either the person making the complaint or the provider. It is not a public hearing, or a hearing before a court or a tribunal.

Each person is given the opportunity to put forward their views. Because of this, conciliation may be preferable for some people as this person-centered approach allows the person making the complaint to have their views heard directly by the provider and be involved in finding solutions.

**Example:**Anna complained that she had had three new physiotherapists in one month which made it hard to have continuity in her care. The NDIS Commmission facilitated a conciliation meeting where Anna met with her provider and discussed her concerns. It was agreed that in future, the continuity of care for Anna would be improved by bookings made with one main therapist. On occasions where her main therapist was not available, and with Anna’s consent, a full hand over to another therapist would be made prior to her next appointment. Anna was happy with this arrangement.

**Investigation**

The NDIS Commission may decide an issue raised in a complaint is better dealt with through compliance action, including an investigation. This may include issues where they identify serious concerns and risks to people with disability, such as allegations of abuse, assault or neglect. Unlawful conduct and criminal matters will be referred to the appropriate police authorities and they will continue to handle the non-criminal elements of the complaint. The NDIS will comply with its procedural fairness guidelines in any investigation it undertakes.

**Example:**Vincent complained that his son Ming had been assaulted by another client while performing his exercises in the gym. We referred the assault to the SA police department, and conducted an investigation into how the NDIS provider of the gym facility and personal supports could have prevented this incident.

**Decision to end a complaint**

We can also make the decision to end a complaint resolution process for a variety of reasons including:

* the complaint is better handled by the NDIS Commission or another complaints body
* the information given was not given in good faith
* a person with disability involved in the complaint does not wish to continue
* the complaint is the subject of formal legal proceedings
* the complaint was withdrawn

In deciding to end a complaint, we will always consider the continued health, safety and welfare of any person with disability involved.

**Example:**Divya complained that her physiotherapist hadn’t responded to a complaint she had made. She later decided to withdraw her complaint as she made the choice to change to another physiotherapist who was more responsive.

**What happens after my complaint is resolved?**

**Actions for providers**

After the resolution of some complaints, we may need to take actions to address issues and concerns raised in the complaint. This might include actions like:

* making changes to the Mawson Lakes Physiotherapy complaints management system to make it easier for people to raise concerns
* ensuring that all service users’ behaviour support plans are up-to-date
* ensuring all management staff undertake a particular training program

Mawson Lakes Physiotherapy may be required to report back to the NDIS Commission on the progress of these actions. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.

**Confirmation**

At the end of the complaint resolution process, we will explain to you, any person with disability affected by the complaint:

* our decision
* the information considered that led to this decision
* any actions you or Mawson Lakes Physiotherapy agreed to take
* what you can do if you disagree with our decision

**What if I disagree with the decision on your complaint?**

If you disagree with the decision on your complaint, you can ask for the decision to be reviewed.  This is called a reconsideration. This can be undertaken by us or the NDIS Commission.  
  
To ask for a reconsideration please contact Mawson Lakes Physiotherapy or the NDIS Commission using the following contact details:

* email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)
* phone: 1800 035 544
* post: Assistant Director Quality Assurance, NDIS Commission, PO Box 210, Penrith NSW 2750

An application to the NDIS Commission for reconsideration should:

* be made within 42 days of the parties being notified of the relevant decision, and
* explain why you believe the decision was wrong e.g. what has happened, what are you unhappy about?

**What if I disagree with the way we handle your complaint?**

If you are concerned about how Mawson Lakes Physiotherapy or the NDIS Commission is managing your complaint, we encourage you to contact us or the NDIS Commission to provide feedback.

If you are not satisfied with the response of the NDIS Commission, you can raise your concerns with the [Office of the Commonwealth Ombudsman](https://www.ombudsman.gov.au/what-we-do/Can-we-help-you).  They can look at how the Commission handled your complaint, but they cannot change their decision.

**Ready to make a complaint?**

Call Mawson Lakes Physiotherapy on 8262 9999 or the NDIS Commission directly on 1800 035 544 or submit a complaint contact form below to make a complaint about the disability supports or services supplied by an NDIS provider, including Mawson Lakes Physiotherapy.

The contact form below will begin the process of making a complaint with Mawson Lakes Physiotherapy. If you wish to make a confidential or anonymous complaint, it is better if you call the clinic and ask to speak with Andrew Scott or another senior representative. Alternatively call the NDIS Quality and Safeguards Commission centre on 1800 035 544 and ask to speak to their complaints team.

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Complaint Contact Form

Please provide your details:

First name……………………………………………Last name………………………………………

Telephone……………………………………………Email address....................................

I am a:

* Person with disability
* Family member or friend
* Disability provider or worker
* Advocate
* Carer
* Other (please state)…………………………………….

Are you making this complaint on behalf of a person with disability?

* Yes
* No

Do you require any help with communication? e.g Interpreter or National Relay Service?

* Yes
* No

Please provide the name of the NDIS provider:………………………………………………….

Have you spoken to your care provider?

* Yes
* No

Tell us about your complaint

You may wish to include details such as: the date and time the incident(s) occurred, an outline of the issues involved, and if any one else was present.

Please send this form to:

Mawson Lakes Physiotherapy

Level 1, 1 Main Street

Mawson Lakes 5095

or via email to: mawsonlakessc@gmail.com