

PeopleKind  
Group

We welcome  
your feedback

*melior*  
Positive Behaviour Support

  
nulsen  
disability services

  
Outcare

**pillar**  
Support Coordination

# At PeopleKind Group, your feedback is important as it helps us to know what we are doing well, and what we need to improve.

The general public and any person connected with **PeopleKind Group** has the right to give us feedback, express their concerns, and lodge a complaint. These guidelines explain how you can do that.

You can choose from one of the following options to provide your feedback, concern or complaint:

- Tell one of our employees
- Visit us at our Head Office, 32 Burton Street, Cannington
- Call us on (08) 6253 4700
- Write to PO Box 616, Cannington WA 6987
- Email [hello@peoplekind.org.au](mailto:hello@peoplekind.org.au)
- Complete our online or hard copy form



# We are committed to listening to you and addressing your feedback or concerns as soon as possible.

Please contact our direct support employees or their managers in the first instance if they can address your concerns. If you believe your concerns cannot be addressed at this level, please use the options above to contact the Executive or Managing Director responsible for this service.

## Complaints

### **We are committed to handling complaints effectively as we believe it is fundamental to the provision of quality service.**

You can express your dissatisfaction with our services, the behaviour of any of our employees, including the CEO and Directors, or the complaints handling process itself by using one of the options available.

#### What happens after you make a complaint?

- Your complaint will be acknowledged, assessed and resolved in a fair, efficient and timely manner.
- We will inform you about how the complaint will be resolved and the expected timeframe.
- We might ask you for more information to better understand the issues and concerns.
- We will ask for your permission to speak with our customers if you are making a complaint on their behalf.
- We will explain to you and/or the person affected about the outcomes of your complaint.
- We will take the necessary actions to address the issues and concerns raised.
- At your request, we will provide you with an update on the progress of actions and outcome

#### What happens if we do not resolve the complaint to your satisfaction and/or if you disagree with the way we handle your complaint?

- You can ask for the decision to be reviewed.
- You can contact us if you are not happy about how your complaint was managed.
- You can seek the support of a government department or advocacy organisation.
- If you wish, we can help you to contact them or you can find their contact details on our website.

# Feedback or Complaint Form

Please use the form below to submit feedback or lodge a complaint. It is important that you provide your details so we can contact you.

If you wish to make a confidential or anonymous complaint, please call us on (08) 6253 4700. You will be redirected to the appropriate person and will not be asked for your personal details.

## Feedback form

Full name \_\_\_\_\_

Phone \_\_\_\_\_ Date \_\_\_\_\_

Email \_\_\_\_\_

### Your relationship with Peoplekind Group

Client       Employee       Family member       General public

Other, please specify: \_\_\_\_\_

**Preferred contact method:**  Email       Phone

**Select feedback type:**  Complaint       Concern       Other       General Feedback  
(Includes suggestions and compliments)

**How do you wish to provide this:**  Anonymously       Behalf of someone       Personally

### Select feedback category:

- |  |  |
|--|--|
| <input type="checkbox"/> Abuse and neglect                     | <input type="checkbox"/> Policies and procedures   |
| <input type="checkbox"/> Bullying and harassment               | <input type="checkbox"/> Restricted practice       |
| <input type="checkbox"/> Communication                         | <input type="checkbox"/> Rights of the individual  |
| <input type="checkbox"/> Duty of Care                          | <input type="checkbox"/> Service management        |
| <input type="checkbox"/> Employee behaviours / attitude        | <input type="checkbox"/> Service provision quality |
| <input type="checkbox"/> Employee skills / knowledge           | <input type="checkbox"/> Vehicle driving incident  |
| <input type="checkbox"/> Personal health / safety / well-being | <input type="checkbox"/> Other, please specify:    |

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**Business area:**

PeopleKind Group

Nulsen Disability Services

Nulsen Therapy

Outcare

Pillar Support Coordination

Melior Positive Behaviour Support

**Who is the feedback about?**

Client

Employee

Executive/CEO

Family/guardian

Management

Other, please specify:

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**Details of your feedback, concern or complaint:**

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**Do you require any additional support with communication?**  Yes  No

If yes, please specify:

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**What outcome do you wish to achieve?**

Apology

Conciliation

Disciplinary action

Explanation

Other, please specify:

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**Thank you for your feedback.**

**Please send your completed feedback form to:**

PeopleKind Group, Manager Quality and Safeguarding  
PO Box 616 Cannington WA 6987.

## External support

If the matter has not been resolved to your satisfaction, you may wish to contact one of the following organisations. We can help you to contact them if you wish.

### Citizen Advocacy

**P** (08) 9445 9991

**capw.org.au**

### Mental Health

#### Advocacy Service

**P** (08) 6234 6300

**mhas.wa.gov.au**

### Mental Health Law Centre

**P** (08) 9328 8012

**mhlcwa.org.au**

### NDIA Internal Review

**P** 1800 800 110

**E** enquiries@ndis.gov.au

### Ombudsman WA

**P** 1800 117 000

**ombudsman.gov.au**

### People with Disabilities (WA)

**P** (08) 9420 7279

**pwdwa.org**

### NDIS Quality &

#### Safeguarding Commission

**P** 1800 035 544

**ndiscommission.gov.au**

### Health and Disability Services

#### Complaints Office (HaDSCO)

**P** (08) 6551 7600

**E** enquiries@hadsco.wa.gov.au

**hadsco.wa.gov.au**

**We're for people. Feel free to reach out.**

### PeopleKind Group

32 Burton Street, Cannington WA 6107

**P** (08) 6253 4700

**F** (08) 6253 4746

**E** hello@peoplekind.org.au

**peoplekind.org.au**

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