

## PURPOSE

All About Care Australia (AACCA) is committed to managing complaints and feedback in a fair, transparent and timely manner. We welcome all feedback as an opportunity to improve our services and ensure participants receive the highest quality of support.

## OUR COMMITMENT

AACCA is committed to:

- Treating all complaints and feedback with respect and confidentiality
- Ensuring no person is disadvantaged for raising a complaint or providing feedback
- Resolving complaints promptly, fairly and without bias
- Using feedback to continuously improve our services
- Providing accessible complaints and feedback processes for all participants, including those requiring interpreter or advocacy support

## WHO CAN MAKE A COMPLAINT OR PROVIDE FEEDBACK

Anyone may make a complaint or provide feedback to AACCA, including:

- Participants and their families, guardians or carers
- Advocates or representatives
- Members of the public

You can make a complaint at any time, and you do not need permission from anyone to do so.

Making a complaint will not affect the support you receive from AACCA.

Complaints may be made anonymously, though this may limit our ability to fully investigate or respond.

## HOW TO MAKE A COMPLAINT OR PROVIDE FEEDBACK

Complaints and feedback can be submitted by any of the following methods:

**Phone:** 07 3133 0209

**Email:** [admin@allaboutcareaustralia.com.au](mailto:admin@allaboutcareaustralia.com.au)

**Online:** <https://www.allaboutcareaustralia.com.au>

**In writing:** 3 Cockatiel Court, Loganlea QLD 4131

**In person:** Speak directly with any AACCA staff member or manager

Support from an interpreter or advocate is available at no cost. Please advise us of any support needs when making contact.

## HOW WE HANDLE COMPLAINTS

AACA follows a structured process to ensure all complaints are handled consistently and fairly:

**Acknowledgement:** We will acknowledge your complaint within three (3) business days.

**Assessment:** We will assess the nature of the complaint and determine the appropriate response.

**Investigation:** We will investigate the complaint impartially, gathering information from all relevant parties.

**Resolution:** We will inform you of the outcome and any actions taken.

**Review:** If you are not satisfied with the outcome, you may request a further review.

## EXTERNAL COMPLAINTS

If you are not satisfied with how your complaint has been handled, or if you prefer to contact an independent body, you may contact the NDIS Quality and Safeguards Commission at any time.

### NDIS Quality and Safeguards Commission

**Phone:** 1800 035 544 (free call, Monday to Friday 9am – 5pm)

- [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**TTY:** 1800 555 677

**Translating and Interpreting Service:** 131 450

You do not need to raise a complaint with AACA before contacting the NDIS Commission.

## RELATED DOCUMENTS

- Complaints and Feedback Policy and Procedure (PP031) — available upon request
- Easy Read Complaints Process (PP040) — available upon request

*Information can be provided in alternative formats upon request.*

Phone: 07 3133 0209

Email: [admin@allaboutcareaustralia.com.au](mailto:admin@allaboutcareaustralia.com.au)