

Monitoring Complaints

All complaints are recorded and maintained in our Complaints Register. Once recorded all complaints are addressed within a four-week timeframe or sooner, unless the complaint is unresolved, represents a conflict or needs to be escalated. The Business Manager reports all complaints and feedback bi-monthly to the Management Committee.

Headway ADP is situated in the heart of Bankstown at 6 Percy Street. Call us on 9790 0046 or 9790 0344.

Our purpose built, air conditioned premises is a 10 minute walk from Bankstown station, 200 meters from Bankstown Sports Club and adjacent to a local reserve. We have outstanding cooking facilities, a spacious recreational area and friendly, welcoming staff who are available Monday to Friday from 8:30 pm to 4:30 pm.



headwayadp

Check out our website

www.headwayadp.org.au

for stories, our social calendar, information about our service and other great content.

We would love to hear from you.

Checkout and like us on our facebook page: Headway ADP.



Headway ADP is registered with the Australian Charities and Not for Profit Commission.

Headway ADP is a registered NDIS Provider.



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'Encouraging participants with an Acquired Brain Injury to achieve their life goals'

HEADWAY ADULT
DEVELOPMENT PROGRAM

ACQUIRED BRAIN
INJURY SPECIALIST

Feedback &
Complaints

www.headwayadp.org.au



Headway ADP House
6 Percy Street
Bankstown NSW 2200



Phone 1 : 02 9790 0046
Phone 2 : 02 9790 0344



Fax : 02 9796 2523



E: admin@headwayadp.org.au





OUR COMMITMENT:

At Headway ADP, we expect that all staff show you the respect that you deserve. For over 35 years, Headway ADP has promoted Human Rights principles which empowers you and encourages you to speak up if you are not happy with our service. We will ensure that services are provided in an environment that is free from discrimination, financial, sexual, physical or emotional abuse, neglect or exploitation. All issues relating to service delivery can be raised and addressed via our complaints protocol. Headways ADP employs a diverse and culturally competent workforce.

KEY SERVICES AND CONTACTS TO ADDRESS COMPLAINTS

- NDIS COMMISSION:
1800 035 544
- People with Disability Australia Inc:
1800 422 015
- NSW Ombudsman Office:
1800 451 524 (toll free)
- Commonwealth Ombudsman Office:
1300 362 072
- The Australian Human Rights Commission:
1300 656 419

Code Of Conduct – Key Elements

- ✓ Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- ✓ Respect the privacy of people with disability
- ✓ Provide supports and services in a safe and competent manner with care and skill
- ✓ Act with integrity, honesty, and transparency
- ✓ Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- ✓ Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse
- ✓ Take all reasonable steps to prevent sexual misconduct.

WILL ANYTHING HAPPEN TO ME IF I RAISE A COMPLAINT OR CONCERN?

Nothing will happen to you if you bring up a complaint and it is confidential unless you give permission to talk to the other party. By telling us about your concerns we can help you and we can give you a better service or advice. We always aim to do our best for you.

How Can I Give Feedback Or Make A Complaint?

- ✓ If you are concerned about any issue and wish to raise a complaint, please follow the diagram below.
- ✓ If you do not feel comfortable raising the issue with your Support Worker refer to Step 2.
- ✓ If you want to raise a serious complaint you can contact the Business Manager or Management Committee directly. Refer to Steps 3 & 4.
- ✓ If you do not feel comfortable raising the complaint without support, you're welcome to invite a friend, advocate or carer to speak on your behalf.

