

Feedback and Complaints Information

Providing Feedback or Making a Complaint

At Beyond Barriers, we are committed to delivering high-quality services to the people we support. We understand that we may not always get things right and when that happens, we want to hear about it. Your feedback helps us grow and improve. If we have made a mistake, you can let us know by making a complaint.

We take all complaints seriously and view them as valuable opportunities to strengthen the quality of our services. This form outlines how you can make a complaint, provide feedback and what you can expect from us throughout these processes.

What can I make a complaint about?

You have a right to complain directly to Beyond Barriers, to an independent Advocate, or to the NDIS Commission regarding any incident or issue that occurs during the delivery of our services, or in conjunction with our services.

Your Rights

Beyond Barriers respects and protects your rights as a participant, including your right to:

- Make a complaint without your services being changed or cancelled without your knowledge and agreement.
- Receive support to raise your concerns with an Independent Advocate or the NDIS Commission, if you choose to do so.
- Be actively involved in the decisions made to resolve your complaint.
- Have your privacy and confidentiality protected throughout the process.
- Remain anonymous, if that is your preference.

How to provide feedback or make a complaint

You can submit a complaint by phone, email or in person, by completing this Feedback and Complaints Form or submit an anonymous survey response via our website (<https://forms.gle/cA84eEivfHJdtKa7>).

Tiffany Kelly - admin@bbaustralia.com.au

Phone: 0439 439 907

Address: 112 Coventry Road, Smithfield Plains, SA, 5114 (by appointment to ensure Tiffany is available)

Beyond Barriers Complaints process

1. The Director of Beyond Barriers Australia (Tiffany Kelly) will discuss your complaint with you, and with your family, carer, or advocate if you request their involvement. This discussion will include the outcomes you would like to achieve.
2. You will receive an acknowledgement of your complaint within 24 hours, which will outline the expected timeframe for resolution.
3. Where appropriate, we will investigate the circumstances surrounding your complaint.
4. You will be informed of the outcome, and you will have the option to refer your complaint to an Independent Advocate or the NDIS Commission if you wish.
5. Beyond Barriers will use the information from your complaint to review and improve our systems, policies, and procedures to enhance the quality of our services.

Beyond Barriers Feedback process

1. The Director of Beyond Barriers Australia (Tiffany Kelly) will review your feedback. If your feedback includes concerns or suggestions for improvement, you may be contacted to discuss it further. You are welcome to involve a family member, carer, or advocate if you wish.
2. All feedback is taken seriously and carefully considered. While not all feedback requires a formal resolution, appropriate action may be taken in response where necessary.
3. If any changes or improvements are made as a result of your feedback, you will be informed. All feedback is used to support ongoing service improvement across our organisation.

Our obligations – Beyond Barriers Australia will:

- treat all complainants with respect
- attempt to resolve the issue to the best outcome for all parties
- keep you informed of developments regarding your feedback/complaint, including any investigations undertaken
- maintain records of your complaint
- provide support to access translation, advocacy, or other support services where appropriate
- report any breaches of legislation to the relevant authority.

Agency	Phone	Email	Website
NDIA	1800 800 110	enquiries@ndis.gov.au	www.ndis.gov.au
NDIS Quality and Safeguards Commission	1800 035 544	contactcentre@ndiscommission.gov.au	www.ndiscommission.gov.au
Advocacy for Disability Access & Inclusion Inc (ADAI)	08 8340 4450	advocacy@advocacyfordisability.org.au	https://advocacyfordisability.org.au/
Family Advocacy	1800 620 588	communications@family-advocacy.com	https://family-advocacy.com/
Disability Advocacy and Complaints Service of SA Inc	08 7122 6030	admin@dacssa.co.au	https://www.dacssa.org.au/

External Agencies that can assist you with a Complaint

NDIS Quality and Safeguards Commission Online Form:

<https://forms.dss.gov.au/SmartIQ/Produce/wizard/73abf978-4234-4301-be19-e7fe84d80e46/>

Please see the next page for Feedback and Complaints Form.

Feedback and Complaints Form

if you wish to remain anonymous, you can omit personal and/or identifying details

Today's Date:		Participant Name:	
		Participant NDIS Number:	
Representative Name (if applicable):		Relationship to Participant:	
Phone:		Email:	
Does the Participant know about this feedback or complaint? <input type="checkbox"/> Yes <input type="checkbox"/> No		This matter relates to: <input type="checkbox"/> Complaint <input type="checkbox"/> Feedback	

What is your feedback or complaint about?

Please provide Beyond Barriers with some details to help us understand what has happened. You may want to explain situations or decisions that have occurred. You may wish to provide details of people or services, or times relevant to your feedback or complaint.

What outcome/s would you like:

Please advise if there are specific things that you would like to occur from here.

Supporting Evidence:

If you have any supporting documentation that you wish to be considered, please list details here.

Would you like assistance to make a Complaint to another Agency?

- ☐ Yes, I would like to be supported to lodge a Complaint to an external agency.
- ☐ No

I give Beyond Barriers permission to share my complaint and relevant supporting information, to:

- ☐ The NDIS Commission
- ☐ Another Agency that is supporting me

Please name the agency and contact person here:

Beyond Barriers Australia thanks you for your feedback!

To submit this form, please email it to admin@bbaustralia.com.au or deliver it in person.