

PeopleKind Group

We welcome
your feedback

melior
Positive Behaviour Support

nesti 


nulsen
disability services


Outcare

pillar
Support Coordination


SUPERYOU

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
- 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 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:

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

Business area:

PeopleKind Group	Nulsen Disability/ Therapy	Outcare
Nesti Housing	Pillar Support Coordination	Superyou Therapy
Melior Positive Behaviour Support		

Who is the feedback about?

Client Employee Executive/CEO Family/guardian Management

Other, please specify:

Details of your feedback, concern or complaint:

Do you require any additional support with communication?

Yes No

If yes, please specify:

What outcome do you wish to achieve?

Apology Conciliation Disciplinary action Explanation

Other, please specify:

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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Group