Client Feedback Procedure

Independent Living Centre Tasmania [ILCT] welcomes information and feedback from clients/participants and other key stakeholders that will enable improvement of the quality of services. This may include but is not limited to: compliments, complaints, suggestions and comments.

Your feedback matters:

At Independent Living Centre Tasmania [ILCT], we value your feedback to enhance our services. Whether it is a compliment, complaint, suggestion, or general comment, we want to hear from you.

Guidance on how to provide feedback:

If you have a concern or issue that you feel needs addressing or wish to make a complaint, want to share positive feedback or provide a compliment, make a suggestion or comment, please know that there is a process for that. You can request our feedback policy and procedure, which is also provided in our Welcome Pack.

How to Share Your Feedback:

You can share your feedback with us through various channels:

1. Call us on 1300 452 827

2. Write to us at ILCT, PO Box 37, Perth TAS 7300

3. Send us an email feedback@ilct.com.au

4. Visit our website and click on the "Contact Us" tab

   www.ilct.com.au/contact-us/feedback

5. Talk to us in person – call 1300 452 827 to arrange an appointment

Your Right to Representation:

You have the right to appoint someone to advocate on your behalf. This can be a family member, friend, or an advocacy agency of your choice, such as

- Advocacy Tasmania – 1800 005 131
- Speak Out Advocacy Tasmania – Launceston 03) 6343 2022, Hobart – 03) 6231 2344

PO Box 37,
Perth TAS 7300

337 Argyle Street,
North Hobart TAS 7000

Phone: 1300 452 827
feedback@ilct.com.au
www.ilct.com.au

Our Staff Training:

Our staff are trained to ensure that your rights are respected and that your feedback is handled appropriately.

We Want You to Feel Comfortable:

It's important to us that you feel comfortable accessing our services, even if you've raised a concern.

How to start the conversation and steps for escalating your feedback or concerns (if required):

Starting the Conversation:

If you have a concern, we encourage you to talk to the staff member involved first.

When You Need Further Assistance:

If you are not satisfied with the outcome or you don't feel comfortable discussing the issue with the staff member, please contact management at Feedback@ilct.com.au.

Further Steps if Needed:

If you are still not satisfied with the response from ILCT management, you can raise the issue with the ILCT Board. NDIS participants can also contact the NDIS Quality and Safeguards Commission. We can arrange interpreters as needed.

Contacting External Agencies:

If you are still dissatisfied after contacting the ILCT Board, you can reach out to external agencies for assistance:

Aged Care Complaints Scheme on 1800 550 552

Disability and Community Services State Office Directorate on 03 6166 3578

Health Complaints Commissioner on 1800 001 170

NDIS Quality and Safeguards Commission on 1800 035 544

or TTY 133 677

Recording and Resolving Your Concerns:

Your complaints and feedback are important to us. We record them in our system and make every effort to address and resolve them promptly. You can expect a response within fourteen (14) days of lodging your complaint. If your concern involves a NDIS participant and it's a reportable incident, we follow the necessary reporting and notification procedures.

References:

NDIS Quality and Safeguards Commission Reportable Incidents Detailed Guidelines for Registered NDIS Providers June 2019: https://www.ndiscommission.gov.au/document/596

See also:

6.05 Feedback Policy

6.08 Feedback procedure for staff handling feedback from internal & external key stakeholders

6.01 Clients Rights and Responsibilities Policy

6.03 Clients Rights and Responsibilities Procedure

6.06 Advocacy Policy

6.06 Advocacy procedure