



AHEAD Service Standards & Complaint to Resolution Policy



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Service Purpose, Philosophy and Outcomes

Purpose

Our purpose is to provide individualised services to people living with disability via quality evidence-based mental health supports to assist them to build on their strengths. Our professional staff will welcome and service our clients by supporting them to achieve their goals and aspire to new heights, live, and operate at their fullest potential in the way they choose.

Vision

Our vision is to provide leadership in communities to ensure people living a with disability feel included and are recognised for their abilities, cultures, strengths, and work collaboratively to gain the most effective outcomes for all involved.

Values

Respect and Recognition	Integrity	Innovation	Professional Excellence
<p><i>We treat everyone with courtesy and are respectful and responsive in our dealings with others.</i></p> <p><i>We encourage independence and acknowledge people's gifts, strengths, and opinions.</i></p> <p><i>We support each other in all endeavours.</i></p>	<p><i>We behave with honesty, accountability, and reliability.</i></p> <p><i>We care for others and for ourselves.</i></p> <p><i>The decisions we make are transparent and we follow through on agreements we make with each other.</i></p>	<p><i>We are creative in our delivery of services to and in our community.</i></p> <p><i>We put people at the centre of their own lives and work with them to expand their dreams and aspirations.</i></p> <p><i>We collaborate with communities to look for innovative continuous improvement.</i></p>	<p><i>People receiving our services are the driving force behind all decisions we make.</i></p> <p><i>We use resources in the most effective and efficient manner.</i></p> <p><i>We are dedicated to high standards of practice and promote opportunities for development and growth for our clients and team.</i></p>

Philosophy

AHEAD recognise the rights of people and organisations to –

- accountable and responsive services
- easy and equitable access to services
- make choices in their own lives and organisational operations
- dignity, respect, privacy, and confidentiality
- be valued as individuals
- enjoy and actively participate in cultural, choice of lifestyle, community, and country

AHEAD recognise the –

- importance of an informal support networks, particularly the role of carers; and
- need to observe duty of care and balance this sensitively with a person's right to self-determination
- inherent human rights of all people
- principles of consumer directed services
- the importance of collaboration between clients, service providers and stakeholders to achieve the best outcomes for all involved

AHEAD also recognise the necessity to be aware of and sensitive to the differing needs of people –

- who are from Aboriginal or Torres Strait Islander backgrounds
- who are living with a disability, complex needs, comorbidities including chronic health conditions and mental illness
- with cultural, spiritual, language and communication differences
- who live and operate in rural or social isolation
- who are financially disadvantaged
- LGBTQI+, alternative and diverse lifestyle choices

Outcomes

AHEAD aims to achieve the following service delivery outcomes, through effective, quality, and robust management and governance systems and daily procedures –

- support all our clients to live their best lives and operate at their highest potential
- the organisation operates in an effective, efficient, and accountable manner
- people with complex care needs receive coordination and flexible support
- effective complaints management through to resolution
- collaborate with stakeholders in the development and continuous improvement of our services
- comply with industry best practice standards and the NDIS Code of Conduct
- recognition and implementation of all human rights principles
- be accessible, responsive, and free from discrimination
- use a comprehensive risk management system in the delivery of all services
- deliver services using an evidence-based framework, and
- engage in collaborative partnerships.

Code of Conduct

AHEAD adheres to the NDIS Code of Conduct

- 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 of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct

AHEAD

- only recommends and provides supports and services appropriate to the needs of each client
- maintains integrity by declaring and avoiding any real or perceived conflicts of interest
- avoids engaging in, participating in, or promoting sharp practices (practices that are not illegal but may be misleading or unethical) and complies with all Consumer Protection Laws

Complaints To Resolution Procedure

Encourage Feedback

We will encourage feedback and complaints and see them as an opportunity for continuous improvement. Any complaint will be dealt with fairly, promptly, confidentially and without prejudice and be seen through until resolution. If you are uncomfortable about any staff member of service, please speak up as soon as possible, if we don't know we can't fix it.

We actively:

- the use of feedback and complaints to continuously drive service improvements
- respond and resolve complaints in a timely manner through to resolution
- provide transparent dispute and complaints management, and
- ensure access to independent information, support, advice, and representation to ensure clients are supported to provide feedback or make a complaint as per their preferences

Procedure

Any staff member can receive feedback or a complaint. All will be passed on to management. If it is a complaint, it will be:

- Resolved by the staff member immediately, if not then
- Resolved by management within 2 business days, if not then
- Escalated to CEO – Dee McCulloch, who will resolve within 5 business days, if not then
- A registered mediator will be bought in at the expense of AHEAD to try and resolve the matter, the Client may choose the mediator if they wish. A time and the conditions for mediation will be negotiated

Important Points

- You can ask a friend, family member, person you trust or advocate to assist you at any time
- Any staff member will assist you in making a complaint if you are comfortable with this
- You can go straight to management or the CEO if you would prefer
- There are several outside agencies you can complain to or approach to assist you at any time which are listed below
- You will not be disadvantaged in any way by making a complaint
- If you wish to transition to another provider a plan will be negotiated with you to ensure you are supported until this can happen, all service agreements will be cancelled
- Should you make any allegations of abuse against one of our staff or are simply feeling uncomfortable for any reason, we will withdraw that staff member immediately and make arrangements with you for a replacement or discuss your preferences and options. The relevant reports / authorities will be informed as applicable, we will also discuss personal support options with you

IF YOU NEED TO MAKE A COMPLAINT PLEASE CONTACT

Any member of our staff

OR

Our CEO

Dee McCulloch

wecare@ahead.com.au

Phone or text 0438 000 077

Use our 'contact us' form at

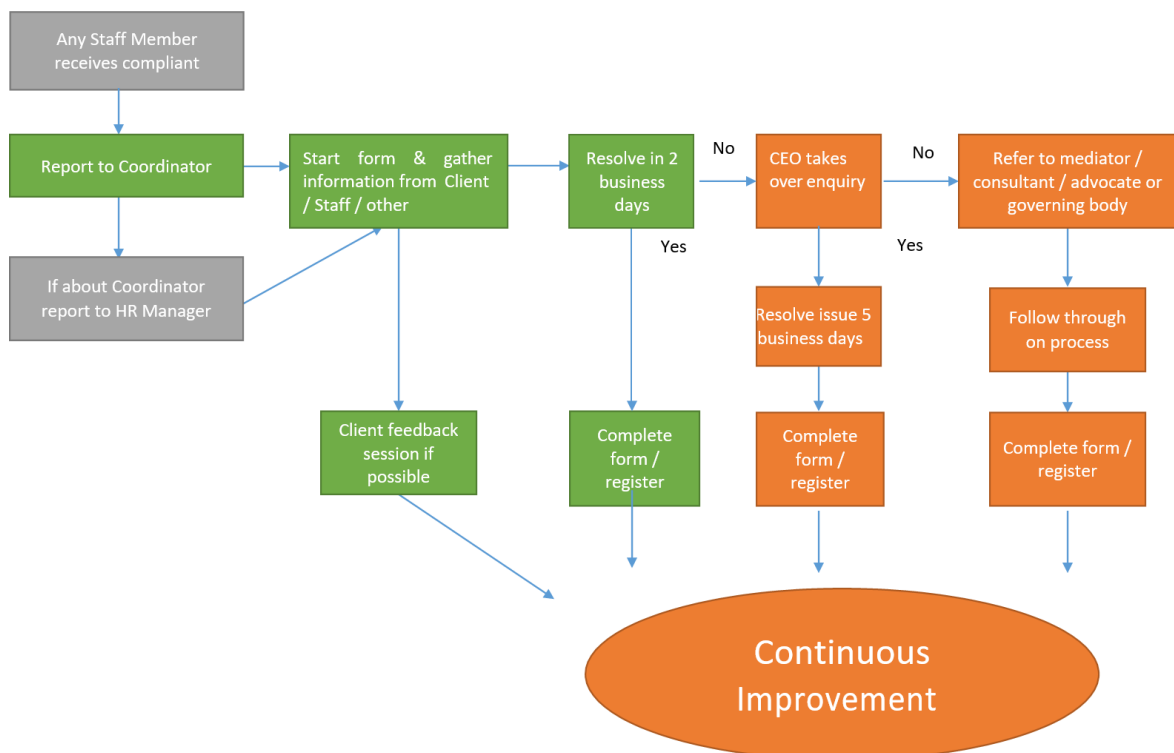
www.aheadmentalhealth.com.au

Write to: PO Box 2474

Ellenbrook WA 6069

AHEAD Service Pty Ltd ABN 46 659 072 705

GENERAL COMPLAINTS RESOLUTION PROCESS IN SUMMARY



Outside Agencies You Can Complain To Or Gain Advocacy Support From

[Disability Advocacy Finder](#) - [Disability Advocacy Finder \(dss.gov.au\)](#)

Quality Safeguards Commission

A complaint can be made to the NDIS Commission by:

[How to make a complaint about a provider | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Completing a [complaint contact form](#).

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action. People with disability have the right to complain about the services they receive. Most NDIS providers do their best to provide quality supports and services to people with disability, but issues can occur.

If you have a concern about your current NDIS supports or services, it is important that you talk about it.

Complaints are important—they can help providers understand what is important to people with disability and improve the quality of services they provide, so your complaint can help other people too. If you feel comfortable, you are encouraged to raise your concern or complaint with your provider first, as this is often the best way to have your issue resolved quickly. All registered NDIS providers must have a complaints management and resolution system in place.

If the provider is unable to resolve your concern or complaint, then you should seek further support. You may seek support from family, a friend, or an independent advocate in making a complaint.

The Health and Disability Services Complaints Office (HaDSCO)

GPO Box B61

Perth WA 6838

Website <https://www.hadsco.wa.gov.au/complaints/disability.cfm>

Complaints and enquiries line: (08) 6551 7600

Administration: (08) 6551 7620

Fax: (08) 6551 7630

Country Free Call: 1800 813 583

TTY: (08) 6551 7640

Email: mail@hadsco.wa.gov.au

Supports For You

Crisis Helplines

[Beyond Blue](#) – Information on a wide variety of mental health problems for sufferers, carers and professionals – 1300 224 636 [Anxiety, depression and suicide prevention support - Beyond Blue](#)
[1800RESPECT](#) - If you want help with domestic violence call [1800 737 732 Home | 1800RESPECT](#)

[Multilingual Information Access](#) (MiAccess) MiAccess can support access to the NDIS for people whose first language is not English [Home - MiAccess - Multilingual Information for People with Disability, Their Carers and Communities](#)

[QLife](#) is a national LGBTI (Lesbian, Gay, Bisexual, Transgender & Intersex) telephone (1800 184 527) and web chat counselling service that provides support, referrals and information to LGBTI+ individuals, parents, friends, family and professionals. QLife operates 365 days of the year from 3pm midnight. [QLife](#)

[Aboriginal Services Directory](#) - [Aboriginal Services Directory – Find your way](#)

[Disability Gateway](#) - [At a glance - Australia's Disability Strategy | Disability Gateway](#)

[Disability Advocacy Finder](#) - [Disability Advocacy Finder \(dss.gov.au\)](#)

[eSafety Commissioner](#) Find the latest information to help you manage online safety issues including abuse and violence [Key issues | eSafety Commissioner](#)

[WWDA](#) – This Women with Disability Australia (WWDA) site is about what violence is and how to get help if you need it [Safety and Violence | Our Site \(wwda.org.au\)](#)

[Lifeline 24/7 Crisis Line](#) – Telephone crisis support, suicide intervention and prevention, mental health support service – 13 11 14

[Kids Helpline](#) – Free telephone and online counselling service for young people between 5 and 25 years – 1800 551 800 [Kids Helpline | Phone Counselling Service | 1800 55 1800](#)

[Men's Line](#) – Dedicated service for men with relationship and family concerns – 1300 789 978 [Free help, support, referrals & counselling for men: MensLine Australia](#)

[Headspace](#) is the National Youth Mental Health Foundation providing early intervention mental health services to 12–25-year-olds. The service is designed to make it easy as possible for a young person and their family to get the help they need for problems affecting their wellbeing [headspace National](#)

[Youth Mental Health Foundation](#)

[SANE](#) – Information and helpline for people with mental health issues – 1800 187 263 [SANE Australia](#)

[Family Drug Support](#) – 24/7 helpline and supports 1300 368 186 [Family Drug Support - Family Drug Support Australia \(fds.org.au\)](#)