

Educational Case Management

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ECM

EDUCATIONAL CASE MANAGEMENT
PSYCHOLOGY
SPEECH PATHOLOGY
OCCUPATIONAL THERAPY

MULTI-DISCIPLINARY TEAM OF PROFESSIONALS

PSYCHOLOGY

SPEECH PATHOLOGY

OCCUPATIONAL THERAPY

Feedback, Compliments, and Complaints

Participants / clients are encouraged to share their thoughts regarding the service received at Educational Case Management Pty Ltd. Whether positive or negative feedback, it is an important way for Educational Case Management Pty Ltd to review and assess their procedures and service. We appreciate all comments submitted.

Why feedback is important for everyone

Feedback allows Educational Case Management Pty Ltd to ensure that they are providing an efficient and effective service and that participants / clients are receiving a service based on a combination of evidence based practice and practice-based evidence.

Examples:

- Participant / client or you know of someone that has had a negative experience with Educational Case Management Pty Ltd
- Participant / client or you know of someone that has had a positive experience with Educational Case Management Pty Ltd
- Participant / client or you know of someone that wants to inform Educational Case Management Pty Ltd of a possible change that should be addressed in supporting Participant / client
- Participant / client or you know of someone that has an idea on how we can better serve our Participants / clients.

Participants / clients feedback and complaints will be handled respectfully and sensitively. Participants / clients will not be treated differently or disadvantaged for informing Educational Case Management Pty Ltd on their personal opinion. We will handle all records in accordance with the Privacy Act 1988.

How to give feedback

Anonymously

Your feedback can be provided to us anonymously however if you would like us to make a change directly relating to your particular service or circumstances, it is helpful for us to know who you are, so we can address it as quickly as possible. If you need assistance with English, you can telephone 131 450 for Translating and Interpreting Service National, which offers support for over 120 languages and dialects at any time of the day or night

The best ways to provide feedback anonymously are:

Mail: Attention Practice Manager, Educational Case Management Pty Ltd Unit 3, 56 Hudson Street, Hamilton. 2303

Phone: (02) 49608060. Talk to Clinician / Administration

In person: Unit 3, 56 Hudson Street Hamilton 2303

Complaints Form: Request a complaint form from Administration or download from website:

www.ecmonhudson.com

Email: Administration clinicaladmin@ecmonhudson.com

What happens once you provide feedback

Educational Case Management Pty Ltd has a formal procedure to ensure that your feedback is heard and responded to within reasonable timeframes:

- Upon receiving a complaint, Educational Case Management Pty Ltd will provide a response within seven days
- Educational Case Management Pty Ltd will resolve the issue within 30 days. If this does not occur an explanation 'why' will be supplied.
- Educational Case Management Pty Ltd will record all Feedback, Compliment, or Complaints for future reviewing (Educational Case Management Pty Ltd follows provisions set out in Mandatory Reporting Legislation).

If we can't resolve your complaint at the first level the matter will be referred to the Practice Manager. The role of the Practice Manager is to:

- help staff and people making a complaint in the complaints-handling process
- maintain a register of complaints received
- maintain and review our complaints-handling framework

If you are dissatisfied with our handling of a complaint, which is not a privacy complaint, at any stage you are entitled to pursue an external method of review. Avenues of external review or complaints handling can include (but are not limited to):

- mediation and arbitration
- the Commonwealth Ombudsman
- Australian Psychological Society
- Australian Health Practitioner Regulation Agency (AHPRA)

While you are free to use these methods at any time, we strongly recommend you use our internal review before seeking independent assistance.

While we are committed to resolving complaints within 30 days whenever possible, external reviews will have their own timeframes.

Alternative process to be considered by participant / client

- **Family Advocacy** Phone: (02) 9869 0866 Fax: (02) 9869 0722 Toll free: 1800 620 588 (nonmetropolitan NSW callers only) Email: communications@familyadvocacy.com
www.familyadvocacy.com
- **NSW Police** (for violence or threats of violence) The Police Assistance Line (131444) operates 24hrs a day, 7 days a week

- **Office of the Public Guardian** Phone (02) 8688 2650 Toll free: 1800 451 510 TTY: 1800 882 889 Email: informationsupport@opg.nsw.gov.au, www.publicguardian.justice.nsw.gov.au
- **Legal Aid NSW** Toll free: 1300 888 529 www.legalaid.nsw.gov.au
- **Anti-Discrimination Board** complaintsadb@agd.nsw.gov.au Newcastle office Suite 5, Level 5, 400 Hunter Street, Newcastle NSW 2300 PO Box 1077, Newcastle NSW 2300 Phone (02) 4903 5300 Fax (02) 4903 5376 TTY (02) 4903 5389 The Newcastle office is wheelchair accessible. The nearest accessible parking spaces are on Hunter Street.
- **Office of the Australian Information Commissioner** (for Privacy related concerns) Phone: 1300 363 992 Email: enquiries@oaic.gov.au Fax: +61 2 9284 9666 Post: GPO Box 5218, Sydney NSW 2001
- **National Disability Insurance Scheme** Phone: 1800 800 110 www.ndis.gov.au
- **Department of Social Services** www.dss.gov.au/...carers/...services/...services/complaintsandreferral
- **Complaints Resolution & Referral Service** Phone: 1800 880 052 www.crrs.net.au
- **Department of Ageing, Disability & Home Care Phone:** (02) 9377 6000 (Central Office) TTY: (02) 9377 6167 Email: servicembx@facs.nsw.gov.au www.adhc.nsw.gov.au
- **NSW Ombudsman Phone:** (02) 9286 1000 Toll free: 1800 451 524 TTY: (02) 9624 8050 Email: nswombo@ombo.nsw.gov.au www.ombo.nsw.gov.au

Policy review and version tracking			
Approved by	Date Created	Date Updated & Version No.	Review Date
ECM Management Standards 2019 https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared	14/02/2018	05/09/2019	05/02/2021
ECM Management Standards 2019 https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared	05/02/2021	05/02/2021	01/01/2022