

Providing Feedback, Suggestions or Making a Complaint

WAMINDAS FEEDBACK AND COMPLAINTS PROCESSES

Waminda provides a range of services and programs for women and their Aboriginal families. We aim to make our services culturally safe, high quality, easy to access, and relevant to the needs of our community.

We value ALL feedback, especially from the community we serve. Feedback lets us know how we are doing, what we need to improve, what is going really well, what is working for you (our community) and what could change to make your experience better.

How can I provide feedback?

At Waminda there are many ways to provide your feedback and suggestions to us.

You can provide feedback in **writing**:

- Our Services and Programs often use Evaluation forms where you can tell us what you liked or didn't like about that service or program. You can fill these out anonymously if you prefer.
- Send an email to admin@waminda.org.au, a worker will forward your email to the most appropriate team/ manager.
- Write a letter telling us what you think. You can send it to
[Waminda Quality Officers,](#)
[PO box 978, Nowra, 2541](#)
- Ask a worker for a **Feedback form or a Complaint form** (you can also write your **suggestions for improvement** on either form). A Waminda worker can help you complete one of these forms if you are not sure how best to write your feedback.

You can hand your completed forms back into any Waminda worker and they will make sure that it gets to a Waminda Quality Officer for processing.

If you don't want to write anything down, then you can provide feedback verbally:

- You can talk to any Waminda worker about how you are feeling about our services and programs.
- You can request a meeting with a Manager or a member of the Executive Management Team.

What will happen to my feedback?

Any feedback, especially complaints, we receive are acknowledged in writing within 7 days (where the person giving the feedback has provided their contact details).

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A Quality Officer will make a note of any positive feedback and ensure that this is shared with all our workers, so that the worker, team and service as a whole, knows what a good job is being done!

Suggestions for improvement are discussed by the relevant team and if possible (within our legal, policy and funding compliance requirements) and suitable to the program, then we will make the suggested changes.

Complaints are discussed with the Executive Management Team who allocate a team to confidentially investigate the complaint. Where contact details are provided, the person making the complaint may be contacted to provide further information or evidence. We aim to resolve all complaints within 14 days however if this is not possible we will contact the person who made the complaint and let them know why and when we expect a resolution. The results of the investigation will be discussed by the Executive Management Team and an outcome (action) decided. A Quality Officer or a member of the Executive will always let the person who made the complaint know about the Executive's decision and any actions that will be taken.

If the person making the complaint is not happy with the outcome then they will be encouraged to submit their complaint to the relevant independent agency.

Who are the independent agencies I can make a complaint to if I don't want to make a complaint to Waminda?

Any general complaint about the care or support you have received from Waminda can be directed to:

[Health Care Complaints Commissioner \(HCCC\)](#)

Online at: <https://ecomplaints.hccc.nsw.gov.au>, or phone: 1800 043 159, or

[NSW Ombudsman](#)

(02) 9286 1000 /or toll free on 1800 451 524

Online at: <https://www.ombo.nsw.gov.au/>

If you have concerns about how Waminda has maintained the privacy or confidentiality of your health or personal information, you should contact:

[Office of the Australian Information Commissioner \(OAIC\)](#).

Online at: www.oaic.gov.au, or phone: 1300 363 992

If your concern is about governance (the way Waminda is run) then direct your concerns to:

[Australian Charities and Not for Profits Commission](#)

Online at: www.acnc.gov.au or phone: 13 22 62