

VALUING YOU

AoMP wishes to offer you the absolute best service in support, care and wellbeing, ensuring at all times we meet our responsibilities to deliver safe and high-quality services to all participants, associated persons and organisations in all aspects of our services, focusing on positive, person-centred solutions.

AoMP acknowledges that, occasionally, families/guardians, staff members, or other members of the local community (the Individual) may have cause to complain about some aspects of AoMP's operations. AoMP values your opinions and input, and you have the right to have your concerns heard. Complaints and feedback help to improve our service to not only you, but others accessing our services as well.

When a complaint¹ is made, AoMP is committed to responding promptly and discreetly as practicable, and to achieve a resolution that is fair, equitable and acceptable to all parties concerned. We will maintain impartiality, confidentiality and transparency when we manage complaints. AoMP endeavours to manage complaints in line with the NDIS Quality and Safeguards Commission's guiding principles of visibility and accessibility, responsiveness, assessment and investigation, feedback, improvement-focused and service excellence..

PROCEDURES

The following guidelines are applicable to dealing with grievances and complaints, including formal grievances and complaints, from families/guardians, external support personnel, and members of the local community.

We encourage complaints, where possible, to be submitted in writing via email complaints@artofmindfulpsychology.com stating specific details of the incident, conduct or behaviour giving rise to the complaint.

How to Make a Complaint:

- Initially, raise the complaint directly with AoMP Founder, Nicole Osborn through email complaints@artofmindfulpsychology.com. This may help to resolve your concerns and clarify any misunderstandings without having to resort to formal grievances and complaints procedures. Nicole will assess the severity, impact and complexity of the complaint and undertake appropriate follow-up. This may include seeking further information and/or advice from the complainant, staff members, AoMP records or other sources, such as a relevant agencies and government department.
- If you do not feel comfortable raising the issue with your therapist, Nicole Osborn, or are not satisfied with the response you receive, you can contact your Support Co-ordinator for them to be your voice to raise the concerns directly to Nicole to discuss privately to try resolve the complaint in-house, preventing complaints from being raised with the NDIS commission unnecessarily.
- The NDIS Commission must be contacted if the complaint alleges the health, safety or wellbeing of any persons with disabilities being cared for or educated by the registered NDIS service provider may have been compromised, or a law has been breached. If this is the case, the complaint will be forwarded to the NDIS Commission within 24 hours, in line with NDIS guidelines.

DOCUMENTATION RECORDS OF COMPLAINT

DOCUMENTATION of a complaint will include:

- The name of the complainant
- The name of the person to whom the complaint was made
- The name of the person(s) the complaint is about
- The date of the original complaint
- A brief description of the nature of the complaint
- Timeline details of steps taken (if any) to resolve the complaint
- The name(s) of any person and/or authority who are to be notified of the complaint
- The signature of the person documenting the complaint.

1. NDIS Quality and Safeguards Commission definition of a complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Most NDIS providers will already be familiar with handling complaints and be aware of the Australian/New Zealand standard Guidelines for complaints management in organizations (AS/NZS 10002:2014).

(<https://www.ndiscommission.gov.au/document/581>)

IF THE COMPLAINT IS STILL NOT RESOLVED

If a complaint is not able to be successfully resolved through the process outlined above, AoMP will seek the services of an appropriate mediator, acceptable to AoMP and the complainant, to provide further assistance towards resolution of the complaint.

AoMP are committed in supporting individuals through the complaints process, and aim to address complaints appropriately and effectively in a timely manner. We understand some matters are at the level where AHPRA, the NDIS Commission or Disability Services Commission are required for resolution. In such cases, AoMP will provide support and assistance where needed through the process.

A complaint can be made to the **Australian Health Practitioner Regulation Agency (AHPRA)** by:

- Telephone: **1300 419 495**
- AHPRA online complaints form: www.ahpra.gov.au/Notifications.aspx

A complaint can be made to the **NDIS Commission** by:

- Calling **1800 035 544** (free call from landlines) or **TTY 133 677**. Interpreters can be arranged.
- If you are deaf and/or find it hard hearing or speaking with people who use a phone, the **National Relay Service (NRS)** can help you. Call **NRS 1800 555 727** and ask for 1800 035 544.

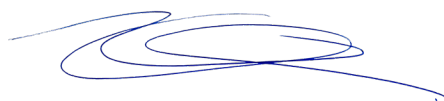
Visit www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service for further NRS services available.

- Completing a **complaint contact form** located on the NDIS website: ndiscommission.gov.au/complaints/complaints-about-you

FOLLOWING THE COMPLAINT

AoMP is focussed on, and committed to, using all feedback to further improve practice and services provided. AoMP maintains a respectful attitude toward complainants and the matters they raise, and is dedicated to using these moments to highlight areas of opportunity for improvement and service excellence.

Following a complaint, AoMP may review all relevant policies, giving staff, clients and families' the opportunity for input.



NICOLE OSBORN

Founder | Psychotherapist

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