FEEDBACK AND INCIDENT MANAGEMENT

FEEDBACK AND COMPLAINTS PROCESS

You have the right to speak up and give feedback or make a complaint.

- You will not get into trouble for raising a concern.
- Koomarri will listen to you, treat you with respect and take your concerns seriously.
- If you feel worried or unsafe, you can ask for help from an advocate, family member or support person.

All staff at Koomarri are committed to providing quality services to the people we support.

If you have any feedback about our services, or if you wish to make a complaint, you can contact us in different ways:

- Email feedback@koomarri.asn.au
- Provide information anonymously via the Koomarri website 'Contact Us' page
- By post to PO Box 262, Woden ACT 2606
- Speaking directly with Koomarri staff

We will listen to your concern and talk with you about how we can fix the problem.

If you feel your issue has not been fixed, you can also talk to an independent advocate for help. You can also contact:

- The ACT Human Rights Commission on (02) 6205 2222 or email hrcintake@act.gov.au
- The NDIS Quality and Safeguards Commission on 1800 035 544 or visit www.ndiscommission.gov.au

INCIDENT MANAGEMENT PROCESS

Incidents / Accidents

Your safety and wellbeing are our priority.

Koomarri's incident management system has steps for identifying, assessing, recording, managing, resolving and reporting incidents. This include incidents where a person with disability is harmed or could be harmed while being supported.

We will take steps to ensure you are safe after an incident or accident.

You can also get help from family, friends or an independent advocate.

Koomarri records incidents to make sure all the information necessary is included for an appropriate response. We might contact you after an incident to get your feedback, offer support and/or suggest changes to stop similar incidents from happening again.

Koomarri must report suspected crimes to the police and other relevant authorities.

Reportable Incidents

There are some incidents that are very serious, these are called reportable incidents. Koomarri will also report these to the relevant authorities which may include:

- The police
- The NDIS Quality and Safeguards Commission
- ACT Ombudsman
- ACT Office of the Senior Practitioner