

## COMPLAINTS FACT SHEET



This fact sheet applies to all FSG Australia services. The word ‘individuals’ in this document is used to describe all customers using FSG Australia services.

### What can I complain about?

You can complain about any aspect of the FSG Australia service or the people providing the service. If we cannot assist with the complaint, we will give you advice on where to get help.

You can complain in person, in writing, by email, by fax and in any format that suits your needs.

### What do I do if I have a complaint?

Act quickly; the longer it takes you to make a complaint the less clear the facts become and the harder it might be for us to find a solution.

Make it clear; set out the order of events including dates, descriptions of the events, phone calls, letters or meetings, and let us know what actions you would like us to take.

Complain to FSG Australia in the first instance and give us a chance to fix the problem

**FSGA** does **CARE** and will **LISTEN** and **ACT!**

Your complaint will be dealt with in a much more proactive and timely way if:

- you communicate with the **appropriate person as soon as you can**—rather than let your concerns/feelings build up
- you speak **directly to the person with whom you have the concern**. If this is not possible, then the very next person in line management.

FSGA may appear to have many layers of management, but in fact we have established very effective, small management teams, supporting an organisation providing service to over 2500 people per month!

Each direct service has a designated **Team Member who will be able to assist**. However, if you feel you cannot talk with the Team Member within the service then please make contact with our **Customer Liaison Officer**:

Phone: (07) 5564 0655

Complaints email address: [complaints@fsg.org.au](mailto:complaints@fsg.org.au)

Our Customer Liaison Officer will ensure that you are connected to the right person within FSGA to assist with your complaint and ensure that this is responded to in a timely manner.

If this is not appropriate or effective you can write to the FSGA Board through the chairperson:

**Chairperson of the Board of Management** – Lady Barbara Hickey

Please recognise that FSGA has an obligation not only to work with you on this concern but also to consider any:

- individuals and/or their families involved
- other FSGA employees involved
- relevant legislation or government funding-body protocols.

Sometimes it takes time to include and consult with all of these people. We ask that you work closely with us and remain willing to work towards positive solutions.

A positive complaint or request for change will succeed if:

- you actually have something fair and reasonable to complain about; something that should not have occurred and that should and can be improved upon. Are you asking for something the organisation is in a position to change?
- you present your complaint in a fair, positive and friendly manner, with due consideration for feelings of others
- you do not personalise the complaint and remain 'solutions focused' as much as possible
- your suggestions to resolve the complaint are appropriate and realistic.

### How will FSG Australia manage my complaint?

- You have the right to have an advocate present at all stages of the complaint procedure (refer to the [Fact Sheet 10 Advocacy](#)). FSG Australia will assist you to access an advocate if you need assistance to do so.
- If you cannot speak or understand English, and/or are hearing impaired or deaf you have a right to have an interpreter present. FSG Australia will attempt to facilitate access to an appropriate interpreter.
- FSG Australia will **not** conduct an investigation into a complaint that is likely to be or is being investigated by authorities.
- Where complaints allege criminal or corrupt actions, FSG Australia will refer matters to police and other relevant authorities. Personal information will be managed in accordance with the Privacy Act (refer to our privacy policy at: [www.fsg.org.au](http://www.fsg.org.au)).
- Verbal contact will be made with you within 24 hours to acknowledge receipt of your complaint.
- If an investigation is necessary, a letter will be sent to you within 4 working days outlining the name of the investigating staff member and the target date for the completion of the investigation.
- Documentation, including advice about decisions, will be placed on a separate and private/confidential complaint file and entered into the complaint register; this ensures that a

record is kept and that decisions are accountable. The complaint liaison officer holds the complaint file and register. Your file will be cross-referenced to the complaint registry.

- Changes will be made as a result of your complaint to improve FSG Australia processes as appropriate.
- A Complaints Investigation Outcome letter will be sent with details of the complaints outcome.
- You will not lose services or be disadvantaged in any way because you have complained, and this is something FSGA takes very seriously.

### What do I do if my complaint is not resolved to my satisfaction?

FSG Australia will work with you and your advocate(s) to resolve your complaint. However if you are still not satisfied the following contacts are also available to you.

This schedule provides a general overview of the key external agencies and organisations to which a complaint may be referred. This document is a guide only and the appropriateness of a referral to an agency or organisation will need to be assessed on a case-by-case basis and, where appropriate, in consultation with the organisation or agency concerned.

#### Australia-wide

##### **Aged Care Complaints Commissioner**

The Aged Care Complaints Commissioner provides a free service for people to raise concerns about the quality of care or services being delivered to people receiving residential or home care services that are subsidised by the Australian Government. Free-call 1800 550 552

##### **Department of Social Services (CACP, EACH, EACHD)**

The above mentioned services are covered by the Aged Care Act 1997 and the contact number for raising concerns with the Department of Social Services is via the Aged Care Complaints Investigation Scheme on Free-call 1800 550 552 or online via the Department's website on: <http://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries..>

##### **Commonwealth Home Support Funded Programs (CHSP)**

- With the Department ([www.dss.gov.au](http://www.dss.gov.au)) at the feedback facility or by email to [DSSfeedback@dss.gov.au](mailto:DSSfeedback@dss.gov.au)



[www.fsg.org.au](http://www.fsg.org.au)

- With the Aged Care Complaints Scheme (<http://agedcarecomplaints.govspace.gov.au/>) or by telephone on 1800 550 552

### **National Disability Abuse and Neglect Hotline**

The National Disability Abuse and Neglect Hotline is an Australia-wide telephone hotline for reporting abuse and neglect of people with a disability using government funded services. Allegations are referred to the appropriate authority for investigation

Hotline: 1800 880 052      TIS: 13 14 50  
 TTY: 1800 301 130      NRS: 1800 555 677  
 Fax: +61 2 8412 7199  
 Email: [hotline@workfocus.com](mailto:hotline@workfocus.com)

### **Queensland**

#### **Advocacy services**

Gold Coast Advocacy Group Inc: (07) 5564 0355

Queensland Advocacy Inc: 1300 130 582

Queensland Aged and Disability Advocacy Inc (QADA) Freecall: 1800 818 338

QADA is a not-for-profit community-based state-wide advocacy service funded to provide information, education, support and representation to enable people to understand and exercise their rights and their responsibilities. QADA can provide staff or individuals of residential care facilities, HACC (a joint Commonwealth and State/Territory program providing funding and assistance to Australians in need) services and the broader community with education and information regarding QADA and advocacy. QADA's services are free and confidential.

Queensland Parents of People with a Disability: (07) 3368 3055 Freecall: 1800 805 184

Speaking Up For You: (07) 3255 1244

[Tenant Advice and Advocacy Services Queensland](http://www.public-housing.qld.gov.au/renting/info/taasq.htm) contact details and information listed at:  
<http://www.public-housing.qld.gov.au/renting/info/taasq.htm>.

## Child safety concerns

If you have a reason to suspect a child in Queensland is experiencing harm, or is at risk of experiencing harm, you need to contact Child Safety Services during normal business hours:

Regional Intake Services	Phone number	Fax number
South East	1300 679 849	(07) 3884 8801
South West	1300 683 390	(07) 4616 1796
Far North Queensland	1300 684 062	(07) 4039 8320
North Queensland	1300 706 147	(07) 4799 7273
North Coast	1300 703 921	(07) 5420 9049
Brisbane	1300 682 254	(07) 3259 8771
Central Queensland	1300 703 762	(07) 4938 4697

After hours and on weekends - contact the Child Safety After-Hours Service Centre on 1800 177 135 or (07) 3235 9999. The service operates 24 hours a day, seven days a week.

If you believe a child is in immediate danger or in a life-threatening situation, contact the Queensland Police Service immediately by dialling 000.

## Community Visitor

The Community Visitor Program is designed to safeguard the interests of adults with impaired capacity or a mental or intellectual impairment and who live in certain facilities, as defined under the *Public Guardian Act 2014*.

Phone 07 3406 7711 or 1300 302 711 Email [community.visitorprogram@justice.qld.gov.au](mailto:community.visitorprogram@justice.qld.gov.au)



[www.fsg.org.au](http://www.fsg.org.au)

**Department of Communities, Child Safety and Disability Services Complaints and Review**  
[complain@communities.qld.gov.au](mailto:complain@communities.qld.gov.au)

For complaints about disability or community services, call the Disability Information Service on 1800 177 120 free call or 3224 7179.

For complaints about child safety, call 1800 080 464.

**Department of Housing and Public Works**

Contact your Housing Service Centre to provide feedback or make a complaint.

Email: [ICCHousingEnquiries@smartservice.qld.gov.au](mailto:ICCHousingEnquiries@smartservice.qld.gov.au)

**Office of the Health Ombudsman**

If you have a complaint about a health service provided to you, a family member, or someone in your care, you can lodge a complaint with us in a number of ways:

Online: Fill in and submit the [online health service complaint form](#).

Email: Fill in a [health service complaint form](#) and email it to: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

Post: Fill in a [health service complaint form](#) and post it to us at:

PO Box 13281 George Street, Brisbane QLD 4003

Phone: Call 133 OHO (133 646)

**Ombudsman**

Complaints about the decisions and actions of public agencies - Queensland government departments and agencies, local councils and public universities - can be made:

Telephone: 07 3005 7000      Freecall: 1800 068 908

Email: [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)

**Public Advocate**

The role of the Public Advocate is to identify widespread situations of abuse, exploitation or neglect of people with impaired capacity due to shortcomings in the systems or facilities of a service provider. The Public Advocate then reports these findings to State Parliament. This function is also known as systems advocacy.

Phone: (07) 3224 7424      Fax: (07) 3224 7364.



[www.fsg.org.au](http://www.fsg.org.au)

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## **Public Guardian**

The Public Guardian is an independent statutory officer whose role is, in part, to protect the rights and interests of children in the child protection system and adults with impaired capacity from neglect, exploitation, and abuse.

The Public Guardian has the power to accept and investigate complaints, including, but not limited to, complaints regarding attorneys or other persons acting under the *Public Guardian Act 2014*.

Contact: 1300 653 187

## **Queensland Crime and Corruption Commission**

Anybody may report suspected corrupt conduct to the CCC. You do not need proof, you just need sufficient reason to believe that the corrupt conduct has occurred. If your complaint does not concern corrupt conduct or police misconduct the CCC is not the appropriate agency to contact.

Toll free (outside Brisbane): 1800 061 611

Email: [mailbox@cmc.qld.gov.au](mailto:mailbox@cmc.qld.gov.au)

## **Queensland Police Service**

All complaints regarding allegations of criminal activity must be referred to the Queensland Police Service.

Contact:

If it is an emergency or the crime is happening now call Triple Zero 000

If it is not an emergency and the crime has already happened call Policelink 131 444

If you have any information that might help solve a crime call Crime Stoppers 1800 333 000





## New South Wales

### Advocacy services

Ability Inc: (02) 6628 8188 1800 657 961

Ageing, Disability & Home Care: 1300 364 563

### Ageing, Disability and Home Care (ADHC)

ADHC does not have the authority to directly investigate complaints about ADHC-funded organisations. ADHC recommends that you discuss the complaint with the organisation first. If you make a complaint to ADHC about one of these organisations, they can refer the complaint to the organisation to look into, ask them how the complaint was handled and make sure that the organisation has a complaint handling policy.

### Child Protection Helpline (to report suspected child abuse or neglect)

If you believe a child is in immediate danger or in a life-threatening situation, contact the NSW Police Service immediately by dialling 000.

Phone: 132 111 (24 hours/7 days) TTY users phone 1800 212 936

### Community Visitor

Official Community Visitors visit most government and non-government accommodation services for children, young people and people with a disability throughout NSW. They also visit people living in licensed boarding houses.

For more information about the Official Community Visitor scheme, please contact the OCV Team Leader on (02) 9286 1000.

### Ombudsman

The Ombudsman handles complaints and helps service receivers to make complaints

General inquiries: 02 9286 1000 Toll free (outside Sydney metro): 1800 451 524

Tel. typewriter (TTY): 02 9264 8050 Facsimile: 02 9283 2911

Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au) Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

### NSW Police Service

All complaints regarding allegations of criminal activity must be referred to the Queensland Police Service.



[www.fsg.org.au](http://www.fsg.org.au)

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Contact:

If it is an emergency or the crime is happening now call Triple Zero 000

If it is not an emergency and the crime has already happened call Police Assistance Line (131 444)

If you have any information that might help solve a crime call Crime Stoppers 1800 333 000.