

## Complaints Policy

### YPIRAC System Coordinator Program

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#### 1. Tell us what you think

The YPIRAC System Coordinator program is here to help, and we value your feedback about the quality of our service and the experience you have with the program. We want to hear from you about things we have done well, and also, about how we might improve.

We hope that you will let us know about this as quickly as possible. Providing feedback and sharing your experience can help us identify and fix problems and improve the services we provide.

#### 2. Let's talk about it

We hope you will feel comfortable talking with your Systems Coordinator or any other person from the program or Ability First Australia. If you are unhappy about something, or wish to make a complaint, please don't hesitate to let them know what they can do to help. They may be able to resolve your concerns straight away.

If you prefer to speak to someone other than your Systems Coordinator, you can phone or email us.

- Phone our Ability First Australia office on **1800 771 663 (Option 1)**
- Email through our online feedback form. This can be found on our website [Young People In Residential Aged Care Systems Coordinator Program - Ability First Australia](#)

If you require assistance to make a complaint, a full list of disability advocates in Australia can be found at [Find an advocate | Disability Advocacy Network Australia](#)

#### 3. When will you respond to my complaint or feedback?

We aim to get back to you within 2 business days of receiving your feedback. If we need more time to look into your issue or concern you have raised, we'll let you know our plan and keep you informed.

#### 4. Your privacy

We want to improve the quality of our service, so we'll record your feedback. If you prefer that we didn't record your feedback, or you wish to remain anonymous please let us know and it won't be included in our records.

However, if you give us anonymous feedback, we won't be able to tell you of the outcome or action we have taken.

#### 5. Who should I contact if my complaint is not resolved?

We aim to contact you within 2 business days to discuss your complaint and what you hope will be the outcome of your complaint.

If we have not responded in this timeframe or the response that we have provided and or actions we have taken, hasn't sufficiently or fairly dealt with your complaint, you can ask for it to be escalated within the Program.

Please email [Deborah.Hoffman@abilityfirst.org.au](mailto:Deborah.Hoffman@abilityfirst.org.au) who is the Program Director.