

Our Vision

We will be a centre of excellence, providing quality child & family centred medical and allied health care, along with physical and spiritual support to children with complex disabilities and health needs. We will be a source of encouragement, education and resources for other providers, and a place that seeks justice and shows mercy in Jesus' name for children and their families.



Contact details

8 Perry St, Dundas Valley NSW 2117

Phone: 8877 3400

Email: admin@allowah.org.au

Website: www.allowah.org.au



Complaints

When you need to tell us that something is not right

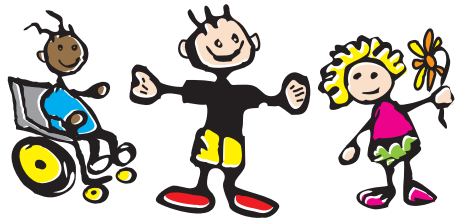




We want to know what you think

At Allowah we respect the right of children and their families to make a complaint. We will:

- inform you of your rights and options
- act promptly
- respect your views
- keep you informed during the complaint process
- provide you with support where necessary
- give you the opportunity to be involved in the resolution process whenever possible
- ensure all complaints are dealt with in a manner that is effective, complete, fair to all parties and provides a just outcome
- use complaints to improve service delivery
- gain informed consent from parents and assent from children when seeking information from children
- protect the privacy and confidentiality of children and their families
- notify relevant agencies if the complaint concerns the safety or wellbeing of a child or where required under legislation



How to make a complaint

Complaints can be made in person, over the telephone, via our website at www.allowah.org.au or in writing. Complaints may be made formally or informally in a way that suits you. You can make a complaint to any member of our staff and they will ensure the Director of Nursing or the Director of Disability Services receives it, or you can contact the DON or DDS directly on 8877 3400.

What happens when you make a complaint

When you make a complaint you should expect:

- your complaint to be received
- an acknowledgement from the Director of Nursing or the Director of Disability Services within 5 days
- an assessment of your complaint and the circumstances surrounding it
- a final response within 35 days (most responses will be well within this time frame)
- an opportunity to discuss the response
- the ability to refer your complaint to the Chief Executive Officer at any point should you think it necessary
- information about how your complaint will change things in the future for yourself and/or others
- an apology if one is necessary

Anonymous complaints

If you make an anonymous complaint you should know that an investigation is made more problematic if you do not divulge identities as this severely limits the Hospital's ability to obtain information. You can be assured we will respect your need for confidentiality. There will be disclosure of information to any respondents identified. There is "nothing off the record" in information provided to Allowah. We will always tell you what will happen with the information given to us.

Old Complaints

Normally a complaint will be made within 12 months from the event that caused the problem. If the passage of time has been considerable, it may affect Allowah's capacity to investigate a complaint and these constraints will be discussed with you. Although it may not be possible to investigate the facts of the case, we will try to achieve resolution.

When we won't deal with a complaint

Allowah may decide to decline to deal with a complaint because it is:

- vexatious or frivolous;
- outside jurisdiction; or
- the subject matter of the complaint (or part) has been or is under investigation by some other competent person or body or has been or is the subject of legal proceedings.

Complaints made to the NDIS Quality & Safety Commission

The NDIS Q&S Commission has a range of responsibilities in relation to complaints about community and disability services provided under the NDIS. You can find out more at www.ndiscommission.gov.au. Complaints made to the NDIS Q&S Commission will be managed by our CEO.

Health Care Complaints Commission

A complaint to the Commission may be about any health service provider in NSW. This includes:

- practitioners such as doctors, nurses, dentists, pharmacists, psychologists, chiropractors, podiatrists and others, regarding the clinical care and treatment of a patient, or their professional conduct; and
- health service organisations such as public or private hospitals, clinics, medical centres, day surgery centres, the Ambulance Service and others, affecting the clinical care or treatment of a patient; and
- health practitioners who currently do not require registration to practise in NSW, such as naturopaths, psychotherapists, dieticians, massage therapists and others.

You can find out more at www.hccc.nsw.gov.au
Complaints made to the HCCC will be managed by the CEO.

You can talk to our Director of Disability Services anytime on Ph: 8877 3400

