

**We welcome
your feedback
at Cahoots**

CAHOOTS
camps & adventures
for all abilities

At Cahoots your feedback is important as it helps us to know what we are doing well, and what we need to improve.

The general public and any person connected with Cahoots has the right to give us feedback, express their concerns, and lodge a complaint. These guidelines explain how you can do that.

You can choose from one of the following options to provide your feedback, concern or complaint:

- Tell one of our employees
- Visit us: 53 Murray Street, Bayswater WA 6053
- Call us: 1300 103 880
- Mailing address: PO Box 1617, Osborne Park DC WA 6916
- Email: info@cahoots.org.au
- Complete our online or hard copy form

We are committed to listening to you and addressing your feedback or concerns as soon as possible.

Please contact our direct support employees or their managers in the first instance if they can address your concerns. If you believe your concerns cannot be addressed at this level, please use the options above to contact the Managing Director or Manager responsible for this service.

Complaints

We are committed to handling complaints effectively as we believe it is fundamental to the provision of quality service.

You can express your dissatisfaction with our services, the behaviour of any of our employees, including the Managing Director and Directors, or the complaints handling process itself by using one of the options available.

What happens after you make a complaint?

- Your complaint will be acknowledged, assessed and resolved in a fair, efficient and timely manner.
- We will inform you about how the complaint will be resolved and the expected timeframe.
- We might ask you for more information to better understand the issues and concerns.
- We will ask for your permission to speak with our customers if you are making a complaint on their behalf.
- We will explain to you and/or the person affected about the outcomes of your complaint.
- We will take the necessary actions to address the issues and concerns raised.
- At your request, we will provide you with an update on the progress of actions and outcome.

What happens if we do not resolve the complaint to your satisfaction and/or if you disagree with the way we handle your complaint?

- You can ask for the decision to be reviewed.
- You can contact us if you are not happy about how your complaint was managed.
- You can seek the support of a government department or advocacy organisation.
- If you wish, we can help you to contact them or you can find their contact details on our website.

Feedback, Concerns & Complaints Form

Please use the form below to submit feedback or lodge a complaint. It is important that you provide your details so we can contact you.

If you wish to make a confidential or anonymous complaint, please call us on 1300 103 880. You will be redirected to the appropriate person and will not be asked for your personal details.

Full name:	
Phone:	
Date:	
Email:	

Your relationship with Cahoots

Participant

Employee

Family member

General public

Other, please specify: _____

Program your feedback relates to

Day Supports during the School Term
Saturday Social Club Saturday Step Into High Support Saturday Social Recreation Club

Day Supports during School Holidays
Step Into High Support (School Holiday) Social Recreation Club (School Holiday)

Overnight Supports on Weekends and School Holidays
Kids Teens Adults HS Kids HS Teens HS Adults

Champs Programs

Duke of Edinburgh Sessions

Administrative or Office-related

Other (please specify): _____

Preferred contact method:	Email	Phone		
Select feedback type:	Complaint	Concern	Other	General Feedback
How do you wish to provide this:	Anonymously	Behalf of someone	Personally	

Select feedback category:

- | | | |
|-----------------------------------|------------------------------|---------------------------|
| Abuse and neglect | Bullying and harassment | Communication |
| Duty of Care | Employee behaviours/attitude | Employee skills/knowledge |
| Personal health/safety/well-being | Policies and procedures | Restricted practice |
| Rights of the individual | Service management | Service provision quality |
| Vehicle driving incident | Other, please specify: | |

Who is the feedback about?

- Participant Employee Executive/CEO Family/guardian Management

Other, please specify:

Details of your feedback, concern, or complaint:

Do you require any additional support with communication?

Yes No

If yes, please specify:

What outcome do you wish to achieve?

Apology Conciliation Disciplinary action Explanation Recognition

Other, please specify:

Thank you for your feedback.

Please send your completed feedback form to:

Community Engagement Manager, Cahoots

Cahoots Family Centre
53 Murray Street, Bayswater WA 6053

OR email: info@cahoots.org.au



External support

If the matter has not been resolved to your satisfaction, you may wish to contact one of the following organisations. We can help you to contact them if you wish.

NDIA Internal Review

P 1800 800 110

E enquiries@ndis.gov.au

People with Disabilities (WA)

P (08) 9420 7279

pwdwa.org

Ombudsman WA

P 1800 117 000

ombudsman.gov.au

NDIS Quality &

Safeguarding Commission

P 1800 035 544

ndiscommission.gov.au

Feel free to reach out.

Cahoots

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