

It's OK to Complain

It is OK to complain about the services you receive from Sunnyfield without fear of losing the services, in fact we see it as an opportunity to review and improve our services.

As a person receiving our services, you should always be able to participate in decisions that affect your life and the services you receive. Your opinions and preferences will be considered in a meaningful way and the outcome will be clearly explained to you.

You will not be treated differently for saying how you feel.

Who can complain?

A complaint can be made by anyone associated with Sunnyfield.

A complaint can be made by any Person We Support, and anyone receiving Sunnyfield services, for example Families or Carers. Complaints can be made by Friends, Advocates and any external stakeholders.

Why complain?

There are important benefits of making a complaint

- You are more likely to get what you need
- It can help others in a similar situation
- It can assist us in improving services
- You get to participate in decisions that affect your life
- You get help and support

What can I complain about?

- Something or someone that hurt you or made you upset

- Something that you are just not happy about
- The way your services are provided to you
- Changes to your service
- The way someone treats you
- Violence, abuse and bullying of any sort

How do I make a complaint?

Let someone know as soon as you can. This could be someone you trust or any Sunnyfield staff member.

If possible a staff member will address your complaint immediately to your satisfaction. This is what is known as an informal complaint. Formal complaints are complaints that require a higher level of authority.

You are able to go directly to the General Manager of any Division or the Chief Executive Officer.

You can also call our feedback line on 8977 8899



Who can help me make a complaint?

You are allowed to have a support person of your choice when you talk to someone about the services you are getting – for example a Family member, a Friend, or an Advocate.

It is important that you choose someone you trust. We can help you to find someone to support you.



What are some other ways I can give feedback if I don't want to make a complaint?

There are a number of ways you can give feedback or make suggestions about Sunnyfield Services for example:

- At your house, work or service meetings.
- By attending consultation meetings and completing surveys or feedback forms
- You are welcome to call us any time on 8977 8800 or 8977 8899
- You can write to us at Sunnyfield PO BOX 886 Brookvale NSW 2100

Email: feedback@sunnyfield.org.au

Web: <http://sunnyfield.com.au/contact.html>

What if I am still not happy?

There are a variety of places to get help and advice. There are too many to include them all but here are some useful and helpful contacts:

Complaints Resolution and Referral Service
1800 880 052 or www.crrs.or.au

Disability Complaints Service
General Inquires: 02 9319 6549
Toll free: 1800 424 007
TTY: 02 9318 2138

Department of Ageing, Disability and Home Care
Phone: 02 8270 2000
TTY: 02 8270 2167
Email: info@dadhc.nsw.gov.au
Web: www.dadhc.nsw.gov.au

Family Advocacy
Phone: 02 9869 0866
Freecall: 1800620588
Fax: 0298690722
Email: familyadvocacy@family-advocacy.com
Web: www.family-advocacy.com

Legal Aid Commission of NSW
Phone: 02 9219 5000
TTY: 02 9219 5126
Fax: 02 9219 5935
Web: www.legalaid.nsw.gov.au

NSW Ombudsman
General Inquires 02 9286 1000
Toll free 1800 451 524
TTY 02 9264 8050
Email: nswombo@ombo.nsw.gov.au

Office of the Public Guardian
Phone: 02 8688 2650
Toll free: 1800451510
Fax: 8688 9797
TTY: 1800882889
Email: informationsupport@opg.nsw.gov.au
Web: www.lawlink.nsw.gov.au/opg

Sunnyfield
independence

The core purpose of Sunnyfield is to enrich the lives of people with intellectual disabilities by creating choice, opportunities and independence, to lead the lives they want.

To enable people with intellectual disabilities: to exercise whole-of-life choices; be as independent as they can and want to; and, feel and be valued by the community

Our Core Values

Respect

*Treat each other kindly, and have consideration and appreciation for each other's choices and needs
Be friendly and accepting of diversity
Be fair and impartial
Allow for equal opportunity and democracy*

Honesty

*Be transparent, no secrets and tell the truth
Be sincere and genuine*

Trust

*Knowing that people will support each other
Having Integrity and being reliable*

Innovation

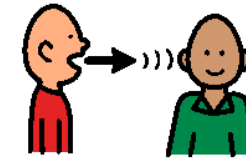
Strive for excellence through continued learning and improvement, passion, creative thinking, personal dreams, enjoyment and fun



Sunnyfield
185 Allambie Road Allambie Heights NSW 2100
02 8977 8809

Sunnyfield
independence

HOW TO GIVE FEEDBACK. For People We Support Families, Carers & Advocates



*Tell some one as soon as you
soon as you can*

Call us
8977 8899



Write it down
CEO P.O. Box 886
Brookvale NSW 2100



Email: feedback@sunnyfield.org.au
Web: www.sunnyfield.org.au



Use the **STOPline** confidential whistleblower service

Call: 1300 30 45 50

Email: sunnyfield@stopline.com.au

Sunnyfield c/o STOPline, Locked Bag 8,
Hawthorn, Victoria Australia 3122



December 2011