

At Optimise Health and Wellness, we value your input and strive to provide the best possible service. We believe people have a right to speak up and your feedback, whether in the form of complaints, compliments, or suggestions, is crucial to the continuous improvement of our services. Feedback or complaints could be about how we provide our services, our facilities or the performance and conduct of our staff.

Here's how you can share your thoughts with us:

1. Submitting Feedback:

Please note that in the first instance the practice manager or your assigned clinicians are the best people to assist you. If you want information about our services or are unsure about something, we encourage you to contact our office. Our support staff can help you with making this contact, but they are not responsible for passing on or processing complaints.

To submit feedback you can:

- Visit one of our offices or consult with your NDIS planner, local area coordinator, or early childhood partner.
- Email us at hello@optimisehealthandwellness.com.au
- Use our [online Feedback and Complaints form](#).
- Call us at 1800 955 682.
- If you are deaf or hard of hearing, contact TTY on 1800 555 677 or the [National Relay Service](#) on 1800 555 727 and ask for 1800 955 682.
- For translation or interpretation services, call 131 450.

2. Online Feedback Form:

- Fill out our [online Feedback and Complaints Form](#) to make a complaint, share a compliment, or provide feedback.

3. Handling Your Feedback or Complaint:

Our commitment to resolving complaints promptly is outlined in our Feedback and Complaints Procedure, which includes the following key points:

- Immediate action in high-risk situations.
- Acknowledgment of feedback and complaints within two business days.
- Contacting you within two business days of acknowledgment.
- Aiming to resolve complaints within 21 business days (many are resolved much sooner than this).

- If more information is needed to better understand your feedback or concerns, we'll reach out. Complex issues may take longer, and we'll keep you informed.

4. Management of Feedback or Complaints:

- Upon submission, your concerns will be assigned to the appropriate member of our management team.
- Your complaint will be handled by a member of the management team who has not previously involved in your matter for impartiality.
- We may ask for additional information to better understand your concerns.
- If a staff member is involved, we will engage them, provide details, and seek their comments and relevant information. Transparency is paramount, and we will keep you informed of their response.

5. Ensuring Your Safety:

- To protect your privacy, we will confirm your identity before accessing and discussing personal information.
- If you are complaining on behalf of someone else, we'll verify your authorization.

6. Additional Resources:

- Our Enquiries, Feedback, and Complaints policy is available for download from our website, providing further details.
- Our Feedback and Complaints Policy and Procedure explanation video is available for download from our website, explaining each section of the policy.
- Call us at 1800 955 682 or speak to your Support Coordinator or a Support Worker for assistance.

7. Disagreement with Outcome:

Please be assured that all complaints and feedback will be handled professionally and confidentially. However, if you find our resolution process unsatisfactory you can request that it be reviewed by another member of the management team who was not originally involved. If you are still not in agreement after this has occurred, or feel uncomfortable reaching out directly, you have the right to contact the NDIS Commission.

You can

- submit an online complaint form.
- reach them by phone at 1800 035 544 (free call from landlines) or TTY 133 677.
- Translation and interpreting services are available via 131 450,
- Contact the National Relay Service, asking for 1800 035 544.

We appreciate your partnership in maintaining the highest standards of Optimise Health and Wellness' services. Thank you for entrusting Optimise Health and Wellness with your care.