

## Disability Service Standards

- 1. Rights**  
Each person is aware of their rights and can expect to have them respected  
Service providers are to uphold and promote the legal and human rights of each person
- 2. Participation**  
Each person is actively encouraged and supported to participate in their community in ways that are important to them  
Service providers develop connections with the community to promote opportunities for active and meaningful participation
- 3. Individual outcomes**  
Service providers maximize person centred decision making  
Service providers undertake person centred approaches to planning to enable each person to achieve their individual outcomes
- 4. Feedback and complaints**  
Each person is treated fairly by the service provider when making a complaint  
Each person is provided with information and support to make a complaint  
Each service provider has the capacity to handle and manage complaints
- 5. Service Access**  
Service providers make information available about their services  
Service providers have clearly defined processes to access services  
Service providers work with other organisations to increase each person's support options
- 6. Service Management**  
Each person receives quality services which are effectively and efficiently governed  
Each person receives quality services that are well managed and delivered by skilled staff with the right values, attitudes, goals and experience.

**Minimbah's person-centred family oriented day programs assist people with intellectual disabilities and related support needs to reach their potential, and for them and their families and carers to share more fully in the life of the community.**



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## Feedback and Complaints



**Minimbah welcomes feedback and complaints, so that we can improve the quality of our services.**

## You have a right to complain

- Your comments, feedback and complaints are welcome and important to us. They help us to correct our mistakes and improve our services
- You may give feedback or make complaints in person, by telephone, email or fax, in a letter, or on the form attached
- Complaints can be made by clients, families, advocates or others who are concerned
- All complaints are treated confidentially
- You can choose a support person to help you in making a complaint, the person may be a family member, a friend or an advocate
- The grievance procedure will be conducted in a way that reflects your cultural and linguistic requirements, including access to interpreters if required. Please tell us what you need.
- We will address the problem quickly; a meeting will be held within 2 weeks of your complaint being made, and the agreed decision will be written down and communicated to you in your preferred format
- Minimbah staff have a duty to assist and support you in making a complaint

## Making a complaint

This is how you do it: Remember:

1. Try to sort out the problem by discussing it with the person involved. If the problem is not solved, go to step 2.
2. Take the problem to the General Manager. If you still do not have a solution, go to step 3.
3. Ask for the matter to be looked at by representatives from the Board of Directors.

You are welcome to have a support person or advocate with you at any stage of this process.

## Agencies which can help you make a complaint

### Australian Human Rights Commission

1300 656 419; [complaintinfo@humanrights.gov.au](mailto:complaintinfo@humanrights.gov.au)

### NSW Anti-Discrimination Board

(02) 9268 5555; [adbcontact@agd.nsw.au](mailto:adbcontact@agd.nsw.au)

### Complaints Resolution & Referral Service (CRRS)

1800 880 052; Email: [crrs@workfocus.com](mailto:crrs@workfocus.com)

### NSW Ombudsman's Office

(02) 9286 1000; [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

### Disability Complaints Service

(02) 9319 6549

## Feedback Form

This feedback is:

- Positive feedback
- A request for improvement
- A complaint
- General feedback

Is this feedback about:

- Staff
- Service
- Programs
- Other

Date of feedback.....

What is your feedback? .....

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Would you like to be contacted to discuss this issue further? .....

Your name: .....