

Complaints Procedure

When you come to Transcend Health, we want you to

- Realise your potential for physical, social, emotional and intellectual development.
- Be supported to participate in and contribute to social and economic life to the extent of your ability.
- Be supported to exercise choice including in relation to taking reasonable risks in pursuit of your goals and the planning and delivery of your supports.
- Be respected for your worth and dignity and to live free from abuse, neglect and exploitation.
- Be able to determine your own best interests including the right to exercise choice and control and to engage as equal partners in decisions that will affect your lives to the full extent of their capacity.
- Have your privacy and dignity respected.
- Have the role of families, carers and other significant persons in your lives acknowledged and respected.
- Have access to advocates and supports which promote innovation, quality, continuous improvement, contemporary best practice and effectiveness (particularly for those with disability who may need additional support to make a complaint)

Have a Complaint? Want to leave some feedback for how we can improve?

What is a complaint?

Broadly speaking, a complaint is an expression of dissatisfaction with a support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.

First, feel free to talk to your treating clinician directly. We empower and train our team to work with you to ensure your feedback or complaint is taken seriously. By talking about your concerns with them directly, they are in a better place to help find a solution.

If you would prefer to leave written feedback email us at hello@transcendhealth.com.au.

If you feel your complaints and feedback not being heard or taken seriously, please directly contact the directors – Jacci Allanson or Duncan White at jaccia@transcendhealth.com.au or duncanw@transcendhealth.com.au

Finally, we understand that you may want to leave anonymous feedback. We are working on adding an anonymous feedback through our website. In the meantime, we'd like to invite you to post feedback anonymously to:

Management
Transcend Health
Level 1, 58 Broadmeadow Rd
Broadmeadow
NSW 2292

We are held to high standards by our accrediting bodies. If you feel you need to make your complaint formal, contact one of the below depending on your needs:

- Health Care Complaints Commission: an independent body dealing with complaints about health services to protect the public health and safety
 - Office: Level 13, 323 Castlereagh St Sydney NSW 2000
 - Post: Locked Mail Bag 18, Strawberry Hills NSW 2012
 - Phone: (02) 9219 7444
 - Toll Free number in NSW: 1800 043 159
 - Fax: (02) 9281 4585
 - People using telephone typewriters: (02) 9219 7555
- For NDIS Participants – a complaint can be made to the NDIS Commission by:
 - Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
 - [National Relay Service](#) and ask for 1800 035 544.
 - Completing a [complaint contact form](#) on the NDIS website
 - The NDIS Commission can take complaints about:
 - services or supports that were not provided in a safe and respectful way
 - services and supports that were not delivered to an appropriate standard
 - You have the right to access an advocate. Disability advocacy is acting, speaking or writing to promote, protect and defend the human rights of people with disability. The Australian Government, and some state and territory governments, fund independent advocacy to help people with disability who face complex challenges or are unable to advocate for themselves, and do not have family, friends or peers who can support them as informal advocates, to access advocacy support.
 - An independent advocate, in relation to a person with disability, means a person who:
 - (a) is independent of the organisations providing supports or services to the person with disability; and
 - (b) provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them; and
 - (c) acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights; and
 - (d) is free of relevant conflicts of interest.
 - To find the locations and contact details of government-funded independent advocates near you, go to <http://disabilityadvocacyfinder.dss.gov.au>.