



Feedback and Complaints

Everyone at Grow Occupational Therapy is encouraged to provide feedback or make a complaint. All feedback, both positive and negative, is used to evaluate services and to make changes to ensure everyone is safe and satisfied.

You can provide feedback or make a complaint at any time. There may be times when we ask you for feedback.

You can provide feedback or make a complaint in different ways.

To your therapist

We believe that the best process for people who attend the practice is to resolve any complaints directly with that practitioner. We hope that you have a relationship with your therapist where you feel safe to discuss any concerns.

To the partners

If you are not happy with the outcome of discussing any concerns with your therapist, or you do not feel comfortable with resolving the complaint directly with the therapist, then you can discuss your complaint with one of the Partners of Grow Occupational Therapy, Andrew or Jessie Bynon. They can be contacted:

- Via phone on 03 6265 9281
- Or via email at andrew@growot.com.au or jessie@growot.com.au

Through our website

You can make a complaint via our website at <https://www.growoccupationaltherapy.com.au/feedback-and-complaints>

This can be completed anonymously if you do not want to be identified.

To the Health Complaints

Commissioner

The Tasmanian Health Complaints Commissioner is an independent officer appointed by the Governor. The Commissioner is also the State Ombudsman. The Tasmanian Health Complaints Commissioner acts independently, impartially and in the public interest. The Commissioner's role is:

To promote and protect the rights of consumers who use health services
To help resolve problems between consumers and providers of health services
To improve the safety and quality of health services in Tasmania

You can contact the Health Complaints Commissioner by:

- Going to www.healthcomplaints.tas.gov.au
- Emailing health.complaints@ombudsman.tas.gov.au
- Calling 1800 001 070
- Heading in to the Ground Floor at 99 Bathurst St Hobart



NDIS Quality and Safeguards

Commission

The NDIS Commission can take complaints from people about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

A complaint can be made to the NDIS Quality and Safeguards 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 at www.ndiscommission.gov.au/about/complaints

Allied Health Practitioner Regulatory

Agency

You can raise a concern with the Allied Health Practitioner Regulatory Agency (AHPRA) if you think:

- a practitioner's behaviour is placing the public at risk
- a practitioner is practising their profession in an unsafe way, or
- a practitioner's ability to make safe judgements about their patients might be impaired because of their health.

You can raise a concern about a registered health practitioner with AHPRA

- by calling 1300 4:19 495
- by filling in the notifications form at www.ahpra.gov.au/notifications/Raise-a-concern.aspx; or
- in person at Level 12, 86 Collins St, Hobart

Getting help

You can also contact an advocacy organisation, such as Advocacy Tasmania to support you to provide feedback or make a complaint.

Advocacy is all about helping you to be heard and understood. If you are unable to speak for yourself, or find it difficult, advocates can help you.

Advocacy Tasmania can provide information about your rights, and help you to deal with problems or complaints.

Their service is free, confidential, independent and professional.

Advocacy Tasmania can help you with:

- Something you don't understand.
- The way you're being treated doesn't feel right.
- Not getting what you're asking for.

You can contact Advocacy Tasmania on:

- www.advocacytasmania.org.au
- Call 1800 005 131 (9am – 4pm)
- Text 0457 806 963
- Email contact@yoursaytas.org