

Welcoming your feedback

Road Trauma Support WA (RTSWA) works to constantly develop and improve services to our clients. To do this, we regularly consult with the community on a range of key issues and provide mechanisms for people to give us feedback on an informal basis. This Welcoming your feedback information sheet details the processes we use to seek and respond to the feedback we receive.

The RTSWA Service Charter affirms that all clients have the right to provide feedback about any aspect of Road Trauma Support WA; without fear of recourse, expecting that any complaint will be investigated promptly, appropriately and in confidence.

Of course, we love to receive positive feedback, so if there is something about our service that you would like to compliment, please let us know. Any ideas to improve the service are also welcome.

Providing Feedback

There are a variety of ways to give feedback:

In person

Complete our Feedback Form and place in our locked Suggestion Box at reception.

Write to

The Manager, Road Trauma Support WA
Suite 11, City West Lotteries House
2 Delhi Street, West Perth WA 6005

Call us

9420 7262 or 1300 004 814 (toll-free)

Email us

at: admin@rtswa.org.au

You may choose to remain anonymous but providing your name and contact details allow us to acknowledge your feedback, follow up with you for clarification and provide a response.

If you do not feel satisfied with our response, you can submit a written complaint to:

The Chief Executive
Injury Matters
Suite 22
City West Lotteries House
2 Delhi Street
WEST PERTH WA 6005

External Avenues for Complaints

External complaints agencies prefer a direct attempt be made to resolve your issue with the provider *in the first instance*. If you are still not satisfied, the following agencies are available.

Health and Disability Services Complaints Office (HaDSCO)

GPO Box B61, Perth WA 6838
t: 6551 7600 (complaints & enquiries)
6551 7620 (administration)
1800 813 583 (country Freecall)
6551 7640 (TTY)
f: (08) 6551 7630
e: mail@hadsco.wa.gov.au

Health Consumers Council WA (Inc.)

t: 9221 3422
1800 620 780 (Freecall)
f: 9221 5435
e: info@hcc-wa.asn.au

Office of the Chief Psychiatrist

Dr Nathan Gibson
Chief Psychiatrist
189 Royal Street, East Perth WA 6004
t: 9222 4462
f: 9222 4244

State Ombudsman

Ombudsman Western Australia
PO Box Z5386
St Georges Terrace, Perth WA 6831
*print out and complete the Complaint Form
t: 9220 7555 or 1800 117 000 (Freecall)
f: 9325 1107
<http://www.ombudsman.wa.gov.au/Complaints>

Commonwealth Ombudsman

GPO Box 442, Canberra ACT 2601
t: 1300 362 072
f: (02) 6276 0123
sms: 0413 COM OMB (0413 266 662)
e: ombudsman@ombudsman.gov.au

**Older people and people with disabilities:
AdvoCare**

Unit 1/190 Abernethy Road, Belmont WA 6104
t: 9479 7566 or 1800 655 566 (rural Freecall)
e: rights@advocare.org.au

Complaints regarding privacy:**Office of the Australian Information**

Commissioner: Director of Compliance
(Investigations)

GPO Box 5218, Sydney NSW 2001

f: (02) 9284 9666

e: enquiries@oaic.gov.au

w: <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>

RTSWA Feedback Form



Did we meet your needs?

 Compliment Complaint

Which area of our service does your feedback relate to:

 Administration Services Environment Other

Name (optional):

Date:

Contact details (optional):

Please provide your feedback (e.g. describe the issue, or let us know how we have exceeded your expectations):

What would you like to happen as a result (e.g. do you have an idea on how to make an improvement?)

Thank you for providing feedback to RTSWA