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Complaints Policy

1. Purpose of the Complaints Policy

At Hillview Wellbeing, we value your feedback and take complaints seriously. This policy outlines the process for lodging a complaint about our services or privacy issues, ensuring that your concerns are addressed in a transparent and timely manner. We adhere to the principles outlined in the [Australian Privacy Principles](#) (APPs) as per the Privacy Act 1988 and the National Disability Insurance Scheme (NDIS) Act 2013, which govern the handling of personal information and service provision.

As an Accredited Social Worker in New South Wales, we fully comply with the *Health Care Complaints Act 1993 (NSW)* and the *General Code of Conduct for General Health Service Providers* set out by the Health Complaints Commissioner (HCC). This Code establishes clear and enforceable standards that govern my practice, ensuring that clients are protected from harm and have a right to respectful, transparent, and safe care.

Hillview Wellbeing upholds all principles outlined in relevant legislation and Codes of Conduct, including providing safe, high-quality services with respect, dignity, clear information about options and costs, and opportunities for feedback or complaints. Clients' privacy is respected at all times, and we ensure my therapeutic work is evidence-based, appropriately bounded, culturally responsive, and trauma-informed. We make it easy for clients to raise concerns, and we welcome their input as a core part of maintaining accountability and trust.

Importantly, the Code protects clients by prohibiting exploitative or harmful conduct, including misleading claims, financial exploitation, sexual misconduct, breaches of confidentiality, and discriminatory behaviour. We maintain appropriate insurance, hold relevant qualifications, and ensure my ongoing competence through supervision, training, and compliance with ethical obligations under both the *Health Care Complaints Act 1993 (NSW)* and the *AASW Code of Ethics*.

Clients can be confident that our practice not only meets but exceeds these legal and professional standards. More information is at: <https://www.hccc.nsw.gov.au/>

2. Complaints about Privacy Issues

If you have a complaint related to privacy issues, please contact us as outlined below:

- By Email:
hello@hillviewwellbeing.com.au
- By Letter:
Complaints Officer
Hillview Wellbeing
PO Box 23
Kotara NSW 2289

We will acknowledge your complaint within five business days and aim to resolve the issue as quickly as possible in accordance with the APPs. You will receive regular updates on the progress of your complaint.

3. Complaints about Our Services

If you have a complaint regarding any service delivered by Hillview Wellbeing, please follow these steps:

1. Initial contact with us directly at **Hillview Wellbeing** to discuss your concern.
This can often lead to a quick resolution. You can reach us via the communication methods listed above.
2. Complaint to **Australian Association of Social Workers (AASW)**:
If you are not satisfied with how we have addressed your concerns, you may escalate the matter to the AASW. You can do this via the following methods:
 - Email: ethicscomplaint@aasw.asn.au
 - Telephone: 03 9320 1044
3. Complaints regarding **NDIS** services:
If your complaint is specifically related to services provided under the NDIS, please contact the NDIS directly:
 - Email: feedback@ndis.gov.au
 - Telephone: 1800 800 110 (Option 4).
4. Complaints regarding **NSW Victims Services**:
If your complaint relates to services provided under NSW Victims Services, you can reach the Victims Services unit by contacting:
 - Email: vs@dcj.nsw.gov.au
 - Telephone: 1800 633 063

4. Investigation Process

All complaints will be treated confidentially and investigated thoroughly, in accordance with the National Disability Insurance Scheme (NDIS) Act 2013 (where applicable) and the Australian Privacy Principles (APPs) under the Privacy Act 1988. After a review, we will communicate the outcome of the investigation to you, detailing any corrective actions we plan to implement, if applicable. This process reflects our commitment to upholding the standards of care and accountability as required by the relevant legislation.

5. Continuous Improvement

At Hillview Wellbeing, we are committed to continuous improvement in our services. Feedback from clients is essential in helping us enhance our practices. Complaints will be reviewed regularly to identify trends and areas for improvement within our services, ensuring compliance with the Quality and Safeguards Framework of the NDIS.

6. Non-Retaliation Policy

We want to assure you that any complaint or feedback provided will be treated with the utmost professionalism and respect. There will be no repercussions for individuals who make complaints in good faith, in line with the protections outlined in the Australian Human Rights Commission Act 1986. We uphold a non-retaliation policy to create a safe environment for expressing concerns.

7. Review of Policy

This complaints policy will be reviewed annually to ensure it remains effective and relevant to our service users. We welcome any suggestions you may have for improving our policy or our services.

Contact Information

If you have any questions about this complaints policy or the complaints process, please feel free to reach out to us using the contact details provided above. We are here to assist you and ensure that your experience with Hillview Wellbeing is a positive one.