

COMPLAINTS POLICY

To make a complaint, you can email us at: complaints@interactgroup.com.au, phone us on 1300 618 868 or visit our website www.interactgroup.com.au and go to 'Contact Us.'

Complaints include any expression of dissatisfaction with the quality of services provided by Interact People Solutions.

HOW CAN I MAKE A COMPLAINT?

If you wish to make a complaint, you can do so in writing, electronically, or via telephone.

WHO CAN MAKE A COMPLAINT?

Friends, family and organisations may assist you or make a complaint on your behalf.

HOW DO WE DEAL WITH COMPLAINTS?

Complaints will be considered in a transparent, equitable, objective and unbiased manner. All genuine complaints will be taken seriously.

TIME FRAMES

We will acknowledge receipt of the complaint, either in writing or via telephone contact, within 24 hours of receipt. We aim to resolve or refer all complaints within 5 working days.

WHAT DOES IT COST?

The complaints process is free of charge, and privacy or anonymity (where requested) is maintained.

WHO WILL DEAL WITH MY COMPLAINT?

In considering a complaint, a member of Interact's management team will follow due process to resolve a complaint. We will investigate all relevant circumstances and information surrounding the complaint. The process must give due consideration to the viewpoints of all involved parties and will be conducted with full regard to confidentiality or anonymity where requested.

Where Interact People Solutions may choose to interview you in relation to a complaint, you may choose to bring a companion who may be another participant, work colleague or family member. Interact will provide you with written advice on the outcome of the complaint, including the findings of the investigation, any decisions arising from this and the reasons for such decisions.

WHAT IF INTERACT PEOPLE SOLUTIONS CANNOT RESOLVE MY COMPLAINT?

In the event Interact People Solutions are unable to assist resolve your complaint we will actively cooperate with the appropriate governing body to assist resolve the issue.

CLIENT ATTENDANCE POLICY



Interact People Solutions is committed to ensuring the best possible service is provided to all clients who are referred for our services.

Prompt attendance at scheduled appointments ensures timely intervention and the achievement of goals.

Interact People Solutions will strive to meet your needs when scheduling appointments.

CONFIRMING APPOINTMENTS

When confirming appointments, Interact People Solutions will communicate with you in a method that is preferable to both you and our organisation.

We may notify you of appointments in writing, via email, telephone or SMS. We may also contact you as the appointment nears to remind you of your appointment and to confirm your attendance.

NON-ATTENDANCE

Where you are unable to attend, it is requested that you notify us prior to the appointment time so that we may provide this time to another client.

We will reschedule the appointment at this time and will make every effort to find an appointment time that is suitable to you and your needs.

Where you fail to attend we may be required to notify the referring organisation or government body associated with your service. Continued failure to attend may be perceived as non-compliance and this may result in withdrawal of financial benefits.

Continued requests to reschedule may also be perceived as failure to attend. Please do not hesitate to contact us for further information regarding this policy by calling 1300 618 868.



Version Date: 30 June 2017

Protecting your privacy and the confidentiality of your personal and sensitive information is important to us, as it is fundamental to the way we conduct business. Interact People Solutions is sensitive to privacy issues and treats very seriously the ongoing trust our clients have placed in us. You can be reassured that Interact People Solutions has best practice procedures in place for handling and protecting your private and sensitive information.



GAINING YOUR CONSENT

Interact People Solutions will provide you with a copy of this policy free of charge, and request that you provide written consent to the collection, use and retention of personal and sensitive information. Interact People Solutions will not collect any personal and/or sensitive information unless this written consent has been provided.

TYPES OF INFORMATION WE WILL COLLECT, STORE AND USE

The personal information, including sensitive information, collected, stored and used by Interact People Solutions may include:

- Medical reports and records including medical certificates, investigation and assessment findings and reports, previous rehabilitation provider or disability services provider records, contact information for current and past health providers, and health information from successive health providers to assist with service delivery.
- Personal details including but not limited to name, address, contact information, next of kin, and date of birth, as well as your racial or ethnic origin if we need to consider this in our service delivery.
- Details pertaining to workers compensation claims, provision of welfare payments, wage details, or any other financial information or data relating to the service being provided.
- Employment history including but not limited to details of skills, abilities, training undertaken, past and current employer details.
- We may also collect and store photographic images of you to assist us with service delivery.

HOW INFORMATION WILL BE COLLECTED

Interact People Solutions will collect personal information, including sensitive information from those parties indicated above in a variety of ways. This may include obtaining copies of reports and records, verbal discussion and electronic copies of information. Records of all information obtained will be stored electronically within your client file.

PURPOSE FOR COLLECTING YOUR INFORMATION

Interact People Solutions will only collect personal information, including sensitive information, that is reasonable and necessary or directly related to the services to which you are involved. We require this information to guide our service delivery. This information is necessary to develop plans for your services, manage risks to your health, assess your physical or psychological function, understand your environment and how it impacts upon you, and tailor our services to your needs.

We may need to exchange information with other parties, including your doctor, other treatment providers, your employer and other parties associated with the services we provide to you.

We may continue to collect and use your personal information for the duration of your program or services.

CONSEQUENCES IF PERSONAL INFORMATION IS NOT COLLECTED

In some circumstances we may not be able to continue to provide our services to you if we are not able to collect personal information.

DISCLOSING YOUR PERSONAL INFORMATION

Your personal and/or sensitive information will not be disclosed to anyone other than those parties you have consented to. There may be some circumstances and exceptions, as permitted under the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012, where your personal information may be disclosed.

Interact People Solutions will not disclose personal or sensitive information to overseas recipients.

Interact People Solutions is required under Australian legislation to disclose and pass on personal information to the Department of Social Services and to other persons in relation to providing Disability Employment Services.

STORAGE OF YOUR PERSONAL INFORMATION

Interact People Solutions will store your personal and sensitive information securely and maintain its confidentiality. Access to your information will be restricted to authorised staff of Interact People Solutions.

ACCESSING YOUR PERSONAL INFORMATION

If you would like to access or revise your personal and/or sensitive information you can contact your Consultant to discuss this, or send a request via email to: privacy@interactgroup.com.au

You are entitled to seek access to your personal and sensitive information and request correction of such information. Before access is permitted you will be required to establish proof of identity.

In some instances it may not be possible to provide you with complete access if the request relates to existing or anticipated legal proceedings, or it would have an unreasonable impact on the privacy of others, or pose a serious threat to the health or life of any individual, and other circumstances set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and Privacy Act 1988.

Interact People Solutions may refuse access under Commonwealth Legislation to particular records and requests for access to these records may be directed to the Department of Social Services for consideration.

Interact People Solutions will aim to respond to requests for access to and correction of personal information within 14 business days.

Where appropriate, your personal information will be provided, when requested in writing, in the manner that you have requested providing this is reasonable.

COMPLAINTS

Interact People Solutions have a number of procedures in place to ensure your personal information is protected. However, should you wish to complain about a breach of the act, the Australian Privacy Principles (APP), or a registered APP code (if any) that binds Interact People Solutions, please speak directly with your Consultant or with the Manager of the office you are dealing with.

Alternatively you can email privacy@interactgroup.com.au. Please refer to our complaints policy to understand how we will deal with your complaint.

In the event your complaint is not resolved by The Interact Group you can direct your concerns to the Information Commissioner, please refer to: www.oaic.gov.au.

Complaints about Interact People Solutions acts or practices may be investigated by the Information Commission who has power to award compensation against Interact People Solutions in appropriate circumstances.

For matters relating to privacy and confidentiality you have the right to contact:

Office of Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
Ph: 1300 363 992