

Welcome to 121Care

Back in 1992 by a small group of people with disabilities had a vision to create an organisation to provide the daily supports that they required to live an independent life.

121 Care is an accredited independent not for profit charity that has been providing personal support for people with disabilities across South East Queensland.

Client choice, control and flexibility are the central principles of the services that we provide.

Complaints, concerns & feedback

121 Care welcomes feedback from clients, staff, volunteers and other stakeholders. Feedback is an essential part of the constant improvement process for the organisation.

Complaints, concerns and feedback are treated as confidential, may be recorded in writing and will be processed in accordance with the Complaints, concerns and feedback procedure.

The following steps are taken when a complaint, concern or feedback is lodged:

- ✓ all parties are listened to and treated with respect
- ✓ are encouraged to raise any complaints, concern or feedback they have without fear of retribution,
- ✓ have their complaint/s, concern or feedback resolved within reasonable time frames
- ✓ resolution of the issue will occur within 3 calendar months from date of lodgement of the issue unless notified in writing

Choice of a representative

Any person lodging a complaint, concern or feedback will not be subject to any reprisal as a result of the lodgement of a complaint, concern or feedback.

Staff, volunteers, clients, clients' family members and advocates have a right to place a complaint, concern and feedback about 121 Care services without fear of retribution.

A choice of a third party representative or advocate may be chosen by the person lodging the complaint, concern or feedback.

121 Care will take every reasonable step to ensure that staff, volunteers, clients, clients' family members and advocates feel comfortable to continue accessing the service after lodging a complaint, concern or feedback.



Independent services

A complaint, concern or feedback can be lodged with 121 Care office staff, including Case Managers, General Manager or the Management Committee.

✚ **Case Managers or General Manager:**
contact@121care.org.au

✚ **Management Committee**
Secretary
secretary@121care.org.au

Alternatively, complaints, concerns or feedbacks can be lodged with independent services that deal with complaints, as below:

✚ **Disability Services**
T: 1800 080 464
feedback@communities.qld.gov.au

✚ **adcq**
(Anti-discrimination Commission Queensland)
T: 1300 130 670
info@adcq.qld.gov.au
www.complaints.qld.gov.au

✚ **Advocacy Group Qld:**
People with Disability Australia
T: 1800 422 015
pwd@pwd.org.au

Available documents

Call our office to request a copy of 121 Care Complaints, concerns and feedback policy, procedure, flowchart and form.

The Complaints, concerns and feedback flowchart and form can also be downloaded from our website:

<http://121care.org.au/making-a-complaint/>

Why David chose 121 Care

“The thing I like most about 121 Care is the **freedom** to interview and choose my own workers, rather than to be allocated workers.

It was made clear to me from the start that I would run my own care with my own workers. **121 Care gave me control** rather than telling me what to do.

With 121 Care I am not dictated to, as with my previous service provider. Although I moved to Kingaroy a few years ago, I still wanted to keep my funding and my care with 121 Care.”

David has quadriplegia due to a motorbike accident. He has been a client since 1999.

Holiday Care



For a stress free holiday for you and your family call our office to arrange carers, equipment hire, accessible vehicle, suggested accommodation and information about tourist attractions.

Donate now

Help us continue to support people with disabilities in emergency situations by donating on our website at www.121care.org.au

100% of these donations are used to assist people with disabilities who are unable to access other sources of funding.

All donations over \$2 are tax deductible.

Contact us today for a valuable INFORMATION KIT which provides you with a list of concessions, discounts and services available to people with disabilities.

Contact us now

Office: Suite 2/33 Sixth Avenue
Cotton Tree Qld 4558

Mail: PO Box 368
Cotton Tree Qld 4558

Hours: Monday to Friday, 9am-5pm
Staff available after hours.

Tel: 07 5443 9777

Fax: 07 5443 4141

Email: contact@121care.org.au

Web: www.121care.org.au



www.facebook.com/121careinc



Complaints, concern & feedback

Tel: 07 5443 9777

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*121 Care Inc.
Proudly supporting people
with disability for over 20 years*