

Making a Complaint

At the Lifetime Support Authority (LSA), we're committed to providing quality services and support.

We welcome feedback and complaints because they help us improve the way we work. If you are unhappy with something we've done, something we haven't done, or the way a service has been provided, you have the right to tell us. You can make a complaint yourself, or someone can do it on your behalf.

We will handle all complaints fairly, respectfully and as quickly as possible.

How can I make a complaint?

If you have a concern, we encourage you to speak with your Service Planner first. They may be able to help resolve the issue quickly.

If you don't feel comfortable doing that, or you've already tried and are not satisfied with the outcome, you can contact the LSA's Quality Service Improvement and Safety Team:

Phone: 1300 880 849
Email: lsafeedback@sa.gov.au
Website: lifetimesupport.sa.gov.au
Mail: Quality Service Improvement and Safety Team
Lifetime Support Authority
PO Box 1218
Adelaide SA 5000

What information should I provide?

To help us understand and respond to your complaint, please provide:

- Your name and contact details
- How you would like us to contact you
- Details about your complaint and what happened

The more information you can provide, the better we can assist you.

Can someone help me make a complaint?

Yes. You can ask a family member, advocate, friend or support person to help you.

The Quality Service Improvement and Safety Team can also provide information and guidance about the complaints process.

Do you have communication, language or accessibility needs?

Please let us know if you need support to access the complaints process.

We will work with you to make sure information is provided in a way that meets your needs and that you are supported throughout the process.

What happens after I make a complaint?

Once we receive your complaint:

1. A member of the Quality Service Improvement and Safety Team will contact you using your preferred method of communication
2. We will discuss your concerns and assess the complaint
3. We will work with you to address the issues raised
4. We will keep you informed about the progress of your complaint
5. We will let you know the outcome once the complaint has been finalised.

What happens to my information?

Your privacy is important to us.

The information you provide will be treated confidentially and will only be shared with those who need it to address your complaint. We will ask for your permission before sharing your information with others, unless it is necessary to protect your safety or the safety of someone else.

We also use complaints and feedback to help improve our services to Participants.

What if I'm not satisfied with the outcome?

If you don't think your complaint has been handled fairly or adequately, you can ask the LSA to review it. To do this, contact the Quality Service Improvement and Safety Team.

If you're still unhappy with the outcome, or at any stage during the complaints process, you can contact the SA Ombudsman:

Phone: 1800 182 150 (toll free) or (08) 8226 8699

Website: ombudsman.sa.gov.au

Need more information?

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