

## FACTSHEET

### Your input into our services



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Wonderland Community Services

#### Your input – changes our services

Wonderland Community Services is a growing organisation. Our growth and improvement over time is important in providing quality services to our participants.

We are committed to a:

- Safe Environment
- Clear Information provision
- Access for participation and inclusion
- Protecting participants confidential information
- Having a person – centred focus
- Supporting and skilling our workers to do a good job
- Providing feedback and complaints mechanisms for our participants, their families/guardians and their support network
- Quality management of our day to day services

### **We believe that YOUR feedback is vital**

Please feel free to:

- Call us
- Email us
- Use our interactive online forms on our website to provide your feedback at any time

Our websites have our contact details.

[www.wonderlandretreat.com.au](http://www.wonderlandretreat.com.au)

[www.piratesrest.com.au](http://www.piratesrest.com.au)

[www.wonderlandprofessionals.com.au](http://www.wonderlandprofessionals.com.au)

[www.piratesprofessionals.com.au](http://www.piratesprofessionals.com.au)

### **What happens with your feedback?**

1. Your feedback is received
2. This information is taken to our weekly management meetings (Thursday mornings)
3. If the feedback/suggestion is something that we can make changes to immediately or we NEED to make an immediate change – that will be authorised at this meeting and the change will occur. (Feedback to you will also occur)
4. If the feedback/suggestion is something that will take time and resources to implement – then we will put strategies in place to make those changes as required over time. (Feedback to you will occur).
5. If the feedback is something that cannot be implemented for a range of reasons including it violates particular policies or is not viable for some other reason – we will provide feedback to you and discuss other ways we might be able to accommodate a suggestion or need.
6. Changed policies and procedures will be posted on our website to show how our organisation has responded to your input.

### What is continuous improvement?

Continuous Improvement is a concept that recognises that no organisation is perfect and at any stage of operation there will be issues that emerge which identify lacks and deficits in the policies, procedures and operations of an organisation, and that improvement is an ongoing requirement for conducting effective business. Quality organisations are committed to continuous improvement and demonstrate this commitment through providing realistic strategies which will assist the organisation improve over time and ensure that safety and wellbeing is optimised as various issues emerge.

Wonderland Community Services adheres to standards of operation as set out by the NDIS – the National standard for Disability Services. Central to the standards is the protection and care for the individual entering self-selected NDIS funded services.

I am also available for contact directly by email [toni.mehigan@outlook.com](mailto:toni.mehigan@outlook.com)

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