

Procedure

This Procedure sets out how any person can lodge a compliment, complaint or supply feedback about the services provided by Lifely. This Procedure also outlines the process for making a complaint to the NDIS Quality and Safeguards Commission and Department of Education.

All complainants have the right to seek advocacy services for support in making a complaint and supplying feedback. A list of formal Advocacy Services is supplied below and available on our website.

Lodging a Complaint:

1. May be lodged in writing (via email, letter or through feedback surveys or verbally).
2. Complaint is recorded, by the receiver, within 24 hours of receipt, in the client management system and given to the Team Leader, HR or Chief Operations Officer (COO).
3. Complaint is acknowledged to complainant by Team Leader within 24hrs of receipt, and relevant documentation added to the client management system.
4. Team Leader, HR, or COO (depending on the nature of the Complaint) will instigate the investigation.
5. Investigation will support or otherwise the validity of the complaint and any remedial action.
6. Within 14 days (about 2 weeks) of receiving the complaint the Team Leader, HR or COO will supply outcome, in writing to the complainant and may also contact the complainant to discuss the outcome.
7. At the COO's discretion the complaint may be referred to the CEO with the above timelines still being met.
8. Should there be extenuating circumstances that means the above timelines cannot be met, the complainant is to be advised and given regular updates.
9. All documentation including the outcome of the complaint is filed.
10. Complaint reports are reviewed bi-monthly at the Quality, Safety and Compliance meeting and sent annually to the Disability Services Commissioner (for those participants and or families who receive disability services) and records are kept for 7 years.

Lodging a Complaint with the NDIS Quality and Safeguards Commission:

You can make a complaint to the NDIS Commission by:

1. Phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

2. National Relay Service and ask for 1800 035 544.
3. Completing a [complaint contact form](#)

Notifiable Complaints to the Department of Education - OSHC

When a complaint or grievance has been assessed as 'notifiable', the Approved Provider must notify Department of Education, Early Childhood Development (DET) and the school representative of the complaint. The Approved Provider will investigate the complaint and take any actions considered necessary in addition to responding to requests from and aiding with any investigation by DET.

There may be occasions when the complainant reports the complaint or grievance directly to DET. If DET then notifies ILMR about a complaint they have received, ILMR will still have responsibility for investigating and dealing with the complaint or grievance as outlined in this procedure, in addition to co-operating with any investigation by DET.

DET will investigate all complaints and grievances it receives about a service, where it is alleged that the health, safety, or wellbeing of any child within the service may have been compromised, or that there may have been a contravention of the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011.

Lodging a Compliment or Informal Feedback:

1. May be lodged in writing (via email, letter or through surveys or verbally).
2. Compliments of feedback are recorded, by the receiver, within 24 hours of receipt, in the client management system and notification is then provided to the Team Leader, HR and COO.
3. Any compliment or feedback is acknowledged in writing to the person who lodged it and to the department or person who is the recipient.
4. Recommendations of action or follow up provided by Team Leader, HR and COO and as needed and documented within the client management system. Any feedback may also be communicated to the Quality and Compliance Officer if Policy, Procedure or departmental manual need to be updated.

Formal Feedback:

Formal feedback is an integrated? Integral? part of the client management system. Formal feedback is reviewed weekly by the team leaders and then is documented accordingly. Feedback comes from regular surveys conducted for each department.

Please refer to departmental manuals for frequency of formal feedback.

[Process for adding a compliment, complaint, or feedback into Lumary.](#)

Outcome:

All Lifely stakeholders have knowledge of and access to Lifely's Compliments, Complaints and Feedback process and that all stakeholders are aware that all types of feedback are welcomed, acknowledged, respected, and professionally managed.

Procedure Links:

- [Man 023 - Confidentiality and Privacy Policy](#)
- [ILMR 002 - Interchange Feedback and Complaints Easy Read](#)

Definitions:

- **Complainant** – A person who makes a complaint, or has a complaint made on their behalf.
- **Complaint** – An expression of dissatisfaction, either orally or in writing, made to or about an organisation, related to its services or staff.
- **Compliment** – An expression of praise, encouragement or gratitude about an individual staff member, a team, or a service.
- **Feedback** – Information provided to ILMR about its services or staff that may be in the form of a compliment or complaint or may be a suggestion for improvement.
- **Notifiable complaint:** A complaint that alleges a breach of the Act or Regulation, or alleges that the health, safety, or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Approved Provider to the secretary of DET within 24 hours of the complaint being made (Section 174(2)(b), Regulation 176(2)(b)). If the Approved Provider is unsure whether the matter is a notifiable complaint, it is good practice to contact DET for confirmation. Written reports to DET must include:
 - details of the event or incident
 - the name of the person who initially made the complaint
 - if right, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
 - contact details of a nominated member of the Grievances Subcommittee/investigator
 - any other relevant information.
 - Written notification of complaints must be sent using proper forms, which can be found on the ACECQA website: www.acecqa.gov.au

References:

- www.ndiscommission.gov.au. (n.d.). *Effective Complaint Handling Guidelines for NDIS Providers | NDIS Quality and Safeguards Commission*. [online] Available at: <https://www.ndiscommission.gov.au/document/1081> [Accessed 20 Jul. 2020].
- DSS (n.d.). *National Disability Insurance Scheme (Procedural Fairness) Guidelines 2018*. [online] www.legislation.gov.au. Available at: <https://www.legislation.gov.au/Details/F2018N00155> [Accessed 21 Jul. 2020].
- *Education and Care Services National Law Act 2010*
- *Education and Care Services National Regulations 2011*

Advocacy Services:

Disability specific advocacy agencies:

1. [Regional Information Advocacy Centre RIAC | Rights Information and Advocacy Centre | Rights Information & Advocacy Centre Incorporated \(RIAC\) Sites in Bendigo and Mildura](#).
2. [Office of the Public Advocate](#)
3. [How to make a complaint about a provider | NDIS Quality and Safeguards Commission](#)
4. [Home - Disability Services Commissioner](#) (odsc.vic.gov.au)
5. [Victoria - Advocacy | Disability Gateway](#)
6. [VALID - Victorian Advocacy League for Individuals with Disability](#)
7. [Youth Affairs Council Victoria | The only advocacy organisation in Victoria dedicated to supporting disabled young people to achieve their human rights](#).
8. [imha | independent mental health advocacy](#)

Standards:

NDIS Quality and Safeguard Standards

- NDIS Practice Standards – Rights and Responsibilities
- NDIS Practice Standards – Provider Governance and Operational Management
- NDIS Practice Standards – Provision of Supports

Community Care Common Standards

- Standard 1 – Effective Management
- Standard 2 – Appropriate access and service delivery
- Standard 3 – Service user rights and responsibilities

Child Safety Standards

- Standard 1 – Governance and leadership

Departments:

- All Departments

