

Complaints, Compliments & Feedback

POLICY

POLICY STATEMENT

All feedback provides Melba an opportunity to review services, facilities or systems which can lead to quality improvement for people supported.

Melba is committed to ensuring that all staff, including management, board members, agency staff and volunteers are familiar with and understand Melba’s complaints and feedback processes and that supported people are aware of their right to make a complaint and their right to have an advocate to assist them with these processes.

SCOPE

This policy applies to all Melba stakeholders, including permanent and casual staff, Board of Directors, agency staff, contractors, students and people working in a volunteer capacity (for the purpose of this policy, referred to as staff), and all people supported including their family or someone on their behalf and from members of the community.

It is Melba managements’ responsibility to provide the avenue and mechanism for receiving feedback and it is the staff’s responsibility to ensure that all feedback received including complaints are dealt with according to this policy and associated procedure.

DEFINITIONS

| Term | Definition |
|--|---|
| Feedback | For the purpose of this policy, feedback refers to compliments, complaints and suggestions received from people supported or any community member. |
| Complaint | Any expression of dissatisfaction about any service or support provided or an action or omission by Melba. This may include how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected. A complaint can be made verbally, in writing or any other communication method preferred by the person submitting the complaint. |
| Compliment | An expression of praise, congratulation or encouragement to staff at any level of the organisation. It may be about an individual staff member, a team or a service. |
| Dispute | Is a pursued unsatisfied complaint. In other words, it is a matter that has been dealt with as a complaint under this Policy, but where the complainant is still not satisfied with the outcome. |
| Suggestion | A suggestion is an idea someone proposes. A suggestion can be accepted or rejected. Suggestions can provide opportunities for organisational improvement/s. |
| NDIS Quality and Safeguards Commission | Is an independent agency established to improve the quality and safety of NDIS supports and services. |
| NDIA (National Disability Insurance Agency) | The funding body of the National Disability Insurance Scheme (NDIS) |

| | |
|---|--|
| <i>Title: Complaints, Compliments & Feedback Policy</i> | <i>Date Last Reviewed: 12 October 2023</i> |
| <i>Position Responsible: Chief Human Rights & Practice Innovation Officer</i> | <i>Next Review Date: 31 December 2024</i> |
| <i>Accountable: CEO</i> | |

Complaints, Compliments & Feedback

POLICY

| | |
|---|--|
| Disability Services Commissioner (DSC) | The DSC works with people living with a disability to resolve complaints about disability service providers and works with disability service providers to improve outcomes for people living with a disability. |
|---|--|

PURPOSE

Melba values the perspective and input from people supported and the community and actively ensures that we have an accessible and safe avenue for providing feedback that fosters a culture which supports supported people and the community to make positive comments as well as raising complaints.

The purpose of this policy is to support a positive culture that seeks and then uses people supported and community experiences to improve the quality and safety of Melba services, as well as setting out how we manage all feedback. Melba has a responsibility to ensure that the people we support receive high quality supports and services. Melba is committed to dealing with complaints and resolving disputes efficiently and fairly for the people we support, their networks and other stakeholders. Melba actively encourages and assists the people we support to exercise their right to provide all types of feedback. The Melba Board of Directors expressly endorse this commitment.

Melba will ensure an accessible process to support anyone wishing to provide feedback. Where the feedback is a complaint, the complainant can expect the following:

- be supported without fear of retribution
- receive support when making a complaint
- be listened to, treated with respect and have their complaint addressed within agreed timeframes (as set out in the Compliments, Complaints and Suggestions Procedure)
- be appropriately involved in the resolution of the complaint
- be kept informed of the progress of the complaint, and
- be made aware of appropriate external avenues to escalate a complaint and their rights to access them. This can include:
 - The NDIS Quality and Safeguards Commission
 - The NDIA (National Disability Insurance Agency)
 - The Disability Services Commissioner

Melba will make information available to people who use our services and their advocates, families, carers and other relevant support people about relevant independent services that deal with complaints.

| | |
|---|--|
| <i>Title: Complaints, Compliments & Feedback Policy</i> | <i>Date Last Reviewed: 12 October 2023</i> |
| <i>Position Responsible: Chief Human Rights & Practice Innovation Officer</i> | <i>Next Review Date: 31 December 2024</i> |
| <i>Accountable: CEO</i> | <i>Page 2 of 3</i> |

Complaints, Compliments & Feedback

POLICY

REFERENCES

| | |
|--|--|
|  Related Policies | <ul style="list-style-type: none"> • Human Rights Policy • Advocacy Policy • Code of Conduct Policy • Privacy, Data Breach and Confidentiality Policy |
|  Related Procedures | <ul style="list-style-type: none"> • Complaints, Compliments and Feedback Procedure |
|  Related Supporting Documents or Tools | <ul style="list-style-type: none"> • Complaints, Compliments & Feedback - Easy Read – Information Sheet • Complaints Process - Easy Read – NDIS • Complaints, Compliments and Feedback Process – Plain English – NDIS • Complaints, Compliments and Feedback Process – Plain English – DSC • Complaints Form - Supported Persons- Easy English • Have your say (website) Form • NDIS Commission (website) |
|  Relevant Legislation/ Standard(s) | <ul style="list-style-type: none"> • Australian Consumer Law • National Disability Insurance Scheme Act 2013 • NDIS National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 • National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 • National Disability Insurance Scheme Code of Conduct • National Disability Insurance Scheme (Quality Indicators for NDIS Practice Standards) Guidelines 2018 |

| | |
|---|--|
| <i>Title: Complaints, Compliments & Feedback Policy</i> | <i>Date Last Reviewed: 12 October 2023</i> |
| <i>Position Responsible: Chief Human Rights & Practice Innovation Officer</i> | <i>Next Review Date: 31 December 2024</i> |
| <i>Accountable: CEO</i> | <i>Page 3 of 3</i> |