

Policy: Feedback and Complaints

Date: 15 May 2023

Version: Version 4

Introduction

Inclusive Housing Australia (IHA) is a dedicated provider of Specialist Disability Accommodation (SDA). IHA builds and manages accommodation for people with disability to transform their lives by helping them to live independently. SDA does not refer to the disability support services a person receives, rather the homes in which these services are delivered. While we will help participants to navigate the NDIS system, it will be the responsibility of individuals to negotiate their relationships with other providers. This policy has been developed as a set of rules and principles that guide our people and is about how to act in the workplace. Procedures are currently under research and development.

Policy statement

IHA is implementing a Feedback and Complaints System that ensures each participant has the necessary knowledge of and how to access to the provider's complaints management and resolution system. Complaints and other feedback may be made by all parties and are welcomed, acknowledged, respected and well-managed

This policy supports IHA to apply NDIS Core Module, Standard 2: Provider for the Governance and Operational Management of the National Standards for Disability Services.

Scope

This policy applies to all staff including permanent and casual, contract workers, temporary agency workers, and volunteers. This policy is owned by the Board.

Principles

IHA will ensure that:

1. A complaints management and resolution system is maintained in a way that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system follows principles of procedural fairness and natural justice and it complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

- a. Our Complaint Management process will ensure that:
 - i. All complaints are handled and resolved in accordance with the principles contained in this policy
 - ii. All the essential features of a complaint management system are listed and addressed in appropriate procedures
 - iii. All complaints are recorded in IHA's Complaint Management system
 - b. We will employ three levels of complaints handling:
 - i. Level 3 – Frontline complaint handling include early resolution of complaints, inquiries and investigations that are conducted in line with the staff skillset.
 - ii. Level 2 – Internal review of complaints and/or complaint handling (may include further investigation of issues) are conducted by IHA.
 - iii. Level 1 – external review of complaints and/or complaint handling are also conducted by IHA.
2. Each participant and staff member are provided with all the necessary information on how to give feedback or make a complaint, including avenues that are external to IHA, and their right to access advocates. There is a supportive environment for people to provide feedback and/or to make a complaints or address issues.
- a. Each participant has the right to provide feedback or to make a complaint.
 - b. People making complaints should be supported to access the complaints processes.
 - c. Complaints processes should be sensitive to any cultural requirements.
 - d. Robust complaints processes and systems are an important part of the quality service management and help safeguard people with disability.
 - e. Complaints identify risks to people with disability but also visitors and staff and support IHA to meet its occupational health and safety obligations.
 - f. Complaints identify opportunities for IHA to continuously improve its services.
3. Continuous improvement in complaints and feedback management by the regular review of complaint and feedback policies and procedures, seeking of participant views on the accessibility of the complaints management and resolution system, and incorporation of feedback throughout IHA.
- a. Feedback relates to constructive comments, opinions, or concern made directly or indirectly, explicitly or implicitly to IHA about its products and services and / or staff. Information may be documented in the interests of the service the enhancements and in some cases a response may not be deemed necessary by IHA.
 - b. Feedback that is not considered to be of a serious nature may be investigated, however a response may not be provided.

4. All workers are aware of, trained in, and comply with the required procedures in relation to complaints handling.
 - a. Training will be provided for staff to assist in distinguishing what constitutes lifestyle choices as opposed to an Incident. Training will be provided to all staff who work with people supported by IHA and to assist in identifying what an Incident is stating what constitutes a reportable Incident under the NDIS Insurance Scheme Act 2013.

Definitions

Allegation – a claim that an illegal act has occurred. Allegations are always investigated and sometimes an external authority undertakes the investigation such as the police.

Concern – a notification that a person is worried that something is not working, has gone wrong or is otherwise not as it should be.

Complaint – formal advice that an incident has occurred, something is not working the way it should, something is inappropriate, or someone is at risk. A serious incident process is required for legal and contractual purposes when a complaint is about a serious incident.

Related Documents

IHA SDA Handbook
IHA SDA Agreement

Related legislation and policy

Legislation, policy, guidelines or other material that directly relates to this policy include:

- Carers' Recognition Act 2004 (WA)
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Occupation Health and Safety Act 1984 (WA)
- National Disability Insurance Scheme Act 2013: Principles.
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme Quality and Safeguarding Framework
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2016.
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2020

If any person feels that a part of IHA's policies are not in the best interest of persons we support or do not reflect the intent or practices of person-centred care, the matter is to be referred to the Chief Operating Officer at info@inclusivehousing.com.au. The Chief Operating Officer shall consider concerns expressed regarding policies and procedures. The Chief Operating Officer, at their discretion, is the only person who may make an exception to the policies.

This policy is further reinforced through IHA's SDA Handbook and other communications with Participants.

Providing Feedback/Making a Complaint

Feedback and Complaints can be made to IHA's Chief Operating Officer at info@inclusivehousing.com.au, who will provide access to the IHA Complaints Procedure and Complaints Form.

Complaints can also be made direct to the NIDS Quality and Safeguards Commission, see [website](#). Or you can also send an email to feedback@ndis.gov.au or call them on 1800 800 110.

Accessibility

This Policy is available in accessible format. Participants can access the Easy Read version on the IHA [website](#).

Language Interpreting Services are available to NDIS participants and carers at no charge. Call TIS National direct on 131 450 or call the NDIS on 1800 800 110. Information on the service can be found on the NDIS [website](#).

Changes to this policy

This Policy is subject to change at any time. Please check our Policy on our website www.inclusivehousing.com.au regularly for any changes.

Approvals

Date of approval:

Date of review:

Signature of Chief Operating Officer:

Signature of Board Chair: