

## FEEDBACK AND COMPLAINTS POLICY

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## 1. Description

Auscare Support is committed to taking all feedback and complaints seriously, treating all people fairly, and completing all corrective actions in a timely manner.

## 2. Definitions

**'feedback'** – means helpful information or responses provided about a service or individual to guide praise, improvement or change.

**'complaint'** - means an expression of dissatisfaction with the provision of a service, including how a previous complaint was handled, for which a response or resolution is expected.

**'Auscare Support'** – means the entire organisation

**'Auscare Support management'** – means Auscare Support managers, supervisors, team leaders and all employees with supervisory responsibilities.

**'Auscare Support representatives'** – means Auscare Support employees, contractors and volunteers.

**'client'** – means person receiving services or supports from Auscare Support

**'client representative'** – means a client's family, friends, guardians, or plan nominee.

## 3. Scope

- This policy applies when clients want to submit feedback or make a complaint.
- This policy applies to all feedback and complaints received, regardless of the source.
- This policy applies to all Auscare Support's representatives including key management personnel, directors, full-time workers, part-time workers, casual workers, contractors and volunteers.

## 4. Policy

Feedback and complaints are important to us. Understanding what we're doing well, and where we can do better, helps us improve the way we work with people, businesses and other organisations. We value your input and will listen to what you have to say.

Everyone has the right to give feedback or make a complaint. We have clear processes to make sure you're heard. We're committed to continuous improvement and always striving to do better.

## 5. Process for feedback, compliments, raising an issue or making a suggestion or a complaint

### Who can provide feedback or make a complaint?

Anyone can provide feedback, raise an issue, make a suggestion, or make a complaint including but not limited to:

- a client
- a client's representative
- a clients' financial manager
- an advocate
- an Auscare Support representative
- a community member

- a professional
- a member of the public.

### **How to give us a compliment, raise an issue or make a suggestion or a complaint:**

- in person
- by email - [info@auscaresupport.com.au](mailto:info@auscaresupport.com.au)
- in writing - PO Box 880 Ballina NSW 2478
- by phone - 1800 940 515
- on the web - [www.auscaresupport.com.au](http://www.auscaresupport.com.au)

### **If you require assistance to give feedback or make a complaint**

- You can ask a friend, relative, or a community organisation to give feedback on your behalf. We will protect your privacy by checking that you have given your permission for them to speak on your behalf.

Auscare Support can assist by:

- Arranging an interpreter or you can contact us through the Translating and Interpreting Service (TIS) on 13 14 50
- Writing out your feedback for you
- Communicating via the National Relay Service if you're deaf, have a hearing or speech impairment. Visit [The Australian Government National Relay Service](#).
- Or you can engage the support of an advocate via Disability Advocacy Network Australia (DANA) can link you to a disability advocacy organisation in your state:
  - (Head Office) 218 Northbourne Avenue, Braddon ACT 2612
  - (Postal address) PO Box 96, Dickson ACT 2602
  - <http://www.dana.org.au/>

### **Information to include with your feedback or complaint**

- Your name
- Your best contact details (phone number, email address, postal address) (phone, email or mail)
- What your feedback is about - the name of the service, who was involved, what happened etc
- What you would like to happen now

### **If you wish to remain anonymous**

- We respect you may wish to remain anonymous, however, this may make it difficult to investigate a complaint if we can't get more information from you.

### **What happens after Auscare Support receives feedback or a complaint?**

- We'll let you know within two working days that we've received your feedback or complaint.
- If you're giving a compliment, thank you! We'll make sure it's passed to the relevant person and their manager.
- If you're making a comment or a suggestion, we appreciate your advice. We'll pass it on to the relevant person or department.
- If you're making a complaint, it is possible it may be resolved straight away. If not, we may need to ask you for more information, and investigate the complaint further.

- If an investigation into a complaint is required, we aim to provide you with an update within 5 working days.

### If you are not happy with the outcome of a complaint?

- You can contact the NDIS Quality and Safeguards Commission or the National Disability Insurance Agency. You can do this at any stage of the complaint process, or if you're not happy with our response or outcome.

#### NDIS Quality and Safeguards Commission

- 1800 035 544
- [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

#### National Disability Insurance Agency

- 1800 800 110
- <https://www.ndis.gov.au>
- [online contact and feedback/complaint form](#)
- [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

## 6. Source Document

[NDIS \(Complaints Management and Resolution\) Rules 2018](#)

[NDIS Terms of Business](#)

## 7. Version Control and approval

Version	Date	Author	Summary of changes
1.0	07/02/2024	Compliance	New Policy

Version	1.0	
Approved by	Max King	CEO
Effective date	February 2024	
Review date	February 2025	