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| Policy No. | AD C2 | ** | |
| Issue No. | 8 | Issue Date: Sept 2004 | |
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| Authorised By | Reviewed by the Senior Managers and approved by the CEO | | |

Complaints Management

Policy

Community Living & Respite Services (CLRS) recognises that clients, families, and stakeholders have the right to raise and have resolved any complaint they have about CLRS services.

Clients, families, stakeholders and staff are provided with information on how to make a complaint and the complaints management process. Complainants will not be adversely affected because a complaint has been lodged by them or on their behalf.

CLRS will handle all complaints in a manner consistent with privacy and confidentiality standards, and endeavour to seek resolution within a reasonable time.

Procedure

A Complaint can be:

- Communicated verbally, in writing or online through the CLRS Website
- Related to a specific occurrence or failure in the provision of a service that has resulted in an impact on the person or group
- A registered expression of dissatisfaction with any service provided that is lodged by the complainant or their representative

A general expression of concern, comment, or suggestion about a matter is not considered a complaint.

Information on How to Make a Complaint

Information on the complaints process at CLRS is provided at service entry, on the CLRS website, at annual review, staff induction and in the CLRS Newsletters and Staff bulletins.

How to Make a Complaint

If clients, families, carers, or stakeholders have a problem or concern about CLRS supports, staff or services they should:

- Contact the relevant Team Leader to discuss ways to address and resolve their concerns
- Contact the CLRS Service Development Manager or CEO, either in person or by completing a *Have Your Say Form* or if preferred by a written letter. *Have Your Say Forms and Easy Read* copies can be found at all CLRS sites, or can be completed online at the CLRS website www.clrs.org.au.
- Alternately or if the issue is unable to be resolved with CLRS, contact can be made with the NDIS Quality and Safeguards Commission, the Victorian Disability Services Commissioner or the NSW Ageing & Disability Commissioner. Contact details are provided at the end of this policy.

- Speak to the Community Visitors who attend Residential Services on behalf of the Office of the Public Advocate.

Complaints Management Process

The complainant has the right to have an advocate present at any stage during the resolution process. CLRS will facilitate the client's use of external agencies for support or advice.

The lodgement of a complaint does not lead to any form of repercussions, reprisal or victimisation.

The Service Development Manager or CEO will:

Appoint a staff member to contact the complainant within three working days with the aim of resolving the issue within two weeks.

Ensure the complaint is investigated and that the complainant is kept informed of the progress of the investigation.

Ensure follow up with the complainant to ascertain that outcomes and interventions have been effective in resolving the complaint.

Should no agreement be reached with the complainant, the Board will be advised, and if appropriate, a meeting may be arranged with a board representative.

If there is still no resolution the relevant funding body, will be advised for assistance in the resolution process. Should either the complainant or CLRS be dissatisfied with the outcome, an appeal may be lodged with VCAT who can accept, modify or change the decision.

Information in relation to complaints is kept confidential. Copies of the complaint will be stored securely to ensure privacy and confidentiality of the complainant.

Monitoring

A report on the number and type of complaints is currently provided to the Victorian Disability Services Commission annually. This will cease during 2020.

The NDIS Quality and Safeguards Commission will have oversight of complaints from 1 July 2019. CLRS will comply with the reporting requirements of this body as they are implemented.

Complaints are reported and discussed at the Senior Managers meetings and a summary provided to Board meetings.

An annual audit of complaints is tabled at Senior Managers meeting and to the Board as part of the annual compliance schedule.

| NDIS Quality & Safeguards Commission | Office of the Public Advocate |
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| PO Box 210 Penrith NSW 2750 Phone: 1800 035 544 TTY 133 677 | Level 1, 204 Lygon Street Carlton Victoria 3053 (Between Queensberry Street and Grattan Street) |

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| <p><u>National Relay Service</u> and ask for 1800 035 544.</p> <p>Web: https://www.ndiscommission.gov.au/</p> <p>Email: contactcentre@ndiscommission.gov.au</p> | <p>Phone: 1300 309 337 TTY: 1300 305 612 Fax: 1300 787 510</p> <p>Government DX address: 210293</p> <p>Web: https://www.publicadvocate.vic.gov.au/</p> <p>Email: opa_advice@justice.vic.gov.au</p> |
| <p>Disability Services Commissioner (Victoria)</p> | <p>New South Wales Ageing & Disability Commission (New South Wales)</p> |
| <p>Level 30, 570 Bourke Street Melbourne VIC 3000 Toll Free 1800 677 342</p> <p>Tel. Typewriter (TTY) 1300 726 563</p> <p>Tel. Interpreter Service 131 450</p> <p>Web: www.odsc.vic.gov.au</p> <p>Email: feedback@odsc.vic.gov.au</p> | <p>Level 24, 580 George Street Sydney NSW 2000 Toll Free: 1800 628 221</p> <p>Tel. Typewriter (TTY) 133 677 then ask for 02 9286 1000</p> <p>Tel. Interpreter Service 131 450</p> <p>Web: www.ageingdisabilitycommission.nsw.gov.au/</p> <p>Email: NSWADC@ADC.NSW.GOV.AU</p> |
| <p>Australian Government – Department of Social Services</p> <p>Level 3, 2 Lonsdale Street Melbourne VIC 3000</p> <p>GPO Box 9820 Melbourne VIC 3001</p> <p>Tel: 1300 653 227</p> <p>Complaints: 1800 634 035</p> <p>Emails: complaints@dss.gov.au</p> <p>Web: www.dss.gov.au</p> | <p>Commonwealth Ombudsman</p> <p>Level 6, 34 Queen Street Melbourne VIC 3000</p> <p>Tel: 1300 362 072</p> <p>TTY users phone 133 677 then ask for 1300 362 072</p> <p>Speak and Listen users phone 1300 555 727 then ask for 1300 362 072</p> <p>Internet Relay users connect to the National Relay Service then ask for 1300 362 072</p> <p>www.ombudsman.gov.au</p> |
| <p>Department of Education & Early Childhood Development</p> <p>PO Box 442 Bendigo Vic 3552</p> <p>Tel. 03 54403111</p> <p>Fax: 03544425321</p> | <p>Department of Health Human Services</p> <p>74-78 Queens St Bendigo Vic 3550</p> <p>Tel 03 5434 5555</p> <p>Fax: 03 5434 5670</p> <p>The Commission for Children and Young People</p> <p>Tel. 1300 782 978</p> |

Internal:

| Policy | Procedure | Form |
|---------------|------------------|---------------------------------------|
| | | <i>Have Your Say Form</i> |
| | | <i>Have Your Say Form – Easy Read</i> |