

## ESA Complaints and Feedback Policy

### Purpose

This policy outlines how people using Early Start Australia's (ESA's) services can provide feedback and complaints; and how feedback and complaints will be managed.

### Scope

This policy applies to all employees, contracted staff, and students.

### Policy Statement

We value complaints and feedback as an important tool to improve the quality of our services. We want to genuinely understand our clients' experiences. Clients and stakeholders can communicate their feedback without it impacting the service that they receive.

Our aim is to treat all feedback and complaints responsively, respectfully, and thoroughly.

To ensure that we are objective and recognise any trends, internal committees may review deidentified complaint and feedback information.

Feedback, and the personal information of the person providing feedback, are dealt with in accordance with the Commonwealth Privacy Act 1988 (as amended). See our Privacy Policy for further information.

### *Client Feedback Survey*

Clients and stakeholders will be invited (by SMS) to respond to a few simple questions following their attendance at an ESA clinic. Clients and stakeholders will have an opportunity to click through from the survey to leave formal feedback or a complaint.

Clients and stakeholders can also access the client feedback survey by scanning the QR code available on posters within our ESA clinics.

### *Lodging a Complaint or Feedback*

Clients and stakeholders can provide feedback or a complaint by:

- Completing the client feedback survey
- Phone or in person at their ESA clinic.
- One of our employees can lodge this on a client or stakeholder's behalf.
- Email to their ESA clinic's Practice Principal or Regional Manager
- Using our online feedback and complaint form on our website

We can provide support to clients and stakeholders who need it, to complete the client feedback survey, or to lodge feedback or a complaint.

### *Working with the Person Providing Feedback*

#### *The Complainant*

When we receive feedback or a complaint, the clinic will work with the client or stakeholder who has provided the feedback, to understand their concern. Where appropriate, we may involve the complainant in the investigation and resolution process. Each complaint will be addressed in an objective and unbiased manner.

Complainants will be treated respectfully and kept advised of the progress of their complaint throughout the process.

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Where appropriate, clients and families can be supported through the feedback and complaints process and provided with information about accessing advocacy services.

### *The Person Providing Positive Feedback*

When we receive positive feedback, this will be shared with the person who is the subject of the positive feedback. Where appropriate, this may also be shared with the person’s Manager(s). The person providing positive feedback will be treated respectfully throughout the process.

### *Escalating and Reporting Complaints*

Complainants may escalate their complaint if they are not happy with the response from us, or if they choose to do so. There may also be a requirement for us to proactively report on complaints externally. Appropriate external complaints handling bodies include:

All States and Territories	NDIS Quality and Safeguards Commission 1800 035 544 Online: <a href="https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF">https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF</a>
WA	Health and Disability Services Complaints Office (HaDSCO) (08) 6551 7600 1800 813 583 Online: <a href="https://hadsco.resolve.hosting/prod?entitytype=Complaint&amp;layoutcode=ComplaintWebFormLayout&amp;refresh=true">https://hadsco.resolve.hosting/prod?entitytype=Complaint&amp;layoutcode=ComplaintWebFormLayout&amp;refresh=true</a>
SA	Health and Community Services Complaints Commissioner (08) 8226 8666 1800 232 007 Online: <a href="https://www.hcsc.sa.gov.au/making-a-complaint/raise-a-complaint-with-hcsc/">https://www.hcsc.sa.gov.au/making-a-complaint/raise-a-complaint-with-hcsc/</a>
Victoria	Victorian Disability Services Commissioner 1800 677 342 Online: <a href="https://www.odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint/">https://www.odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint/</a>
NSW	Ombudsman New South Wales Online: <a href="https://www.ombo.nsw.gov.au/complaints/making-a-complaint">https://www.ombo.nsw.gov.au/complaints/making-a-complaint</a>
Queensland	Ombudsman Queensland 1800 068 908 Online: <a href="https://www.ombudsman.qld.gov.au/make-a-complaint/makecomplaint">https://www.ombudsman.qld.gov.au/make-a-complaint/makecomplaint</a>
Northern Territory	Health and Community Services Complaints Commissioner 1800 004 474 Online: <a href="https://www.hcsc.nt.gov.au/complaints/making-a-complaint/make-a-complaint-online/">https://www.hcsc.nt.gov.au/complaints/making-a-complaint/make-a-complaint-online/</a>
ACT	Human Rights Commission: Online: <a href="https://hrc.act.gov.au/complaints/">https://hrc.act.gov.au/complaints/</a>
Tas	Health Complaints Commissioner Tasmania <a href="https://www.healthcomplaints.tas.gov.au/">https://www.healthcomplaints.tas.gov.au/</a>

## ESA Complaints and Feedback Policy

### Staff Training

All our staff receive training in receiving feedback and complaints as part of the induction process and ongoing annual training and professional development.

### Roles and Responsibilities

#### Practice Principal

- In most instances, manages the complaint and investigates the complaint (if required).
- Keeps all relevant staff and the complainant informed of the outcome, response and any actions.

#### The Corporate Team

- Provides support and oversight to the investigator in managing a complaint if required.
- Reviews any processes, documents or complete audits if required as part of the complaints process and continuous improvement.
- Identifies local, regional or organisational trends or opportunities for improvement.

### Associated Documents

Privacy Policy

ESA Complaints and Feedback Procedure

ESA Complaints Form (available on our website)

ESA Complaints and Feedback Information Sheet

Our complaint system meets:

- National Standards for Disability Services (Standard 4: Feedback and Complaints);
- National Disability Insurance Scheme (NDIS) (Provider Registration and Practice Standards) Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Code of Conduct for Workers
- Commonwealth NDIS Act (2013)
- Commonwealth Privacy Act (1988) (as amended)
- United Nations Convention on The Rights of Persons with Disabilities

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