



## Feedback Policy

### Commitment

Illohra is committed to providing and maintaining quality Specialist Disability Accommodation (SDA). Feedback is one way we can reflect on what we do and improve. The purpose of this policy is to:

- provide an environment of respect and open communication
- manage all feedback in a consistent, fair, and timely way
- outline roles and responsibilities
- reach satisfactory outcomes
- meet legislative and requirements
- use feedback to improve.

### Scope

This policy relates to everyone working with Illohra, including Supported Independent Living (SIL) providers and contractors who interact with residents. This policy also applies to applicants, residents, their families and visitors.

### Definitions

The following definitions are relevant to this policy:

**Acknowledge** is to validate the person's feelings.

**Apology** is saying sorry.

**Complaint** is a statement that something is not ok, where a response is expected. It can be verbal or written.

**Compliment** is expression of praise, encouragement or gratitude.

**Concern** is something that is of importance to someone or may cause them anxiety.

**Feedback** is information from someone about their experience. It includes concerns, complaints, compliments and suggestions.

**Issue resolution** is the agreed way to resolve complaints, disputes or matters of concern

**Mediation** is where a neutral party tries to bring about a positive resolution or compromise.

**Natural justice** is making sure decision-making is fair and reasonable. It involves decision-makers informing people of a complaint that involves them, hearing their story, not having a personal interest in the outcome, and acting on evidence and logic.

**Notifiable** concern or complaint is one that requires government be notified by law.

**Suggestion** is an improvement idea for consideration.

**Vexatious claim** is pursued to harass, annoy or cause issues.

## **Feedback**

We welcome feedback to grow and improve. Feedback can be verbal or written. We may also survey people to get feedback.

While compliments are nice and easy, it is also ok to raise a concern or make a complaint. This is important, as it helps us learn and improve. No one will be treated differently because of a complaint. Everyone involved will be treated with respect, and confidentiality will be maintained.

All staff have the responsibility to document feedback. Information relating to feedback will be documented and stored securely. Details relating to concerns or complaints will be treated confidentially. If someone wishes to offer compliments or suggestions anonymously their confidentiality will also be respected.

Where possible, feedback will be managed directly by staff. Managers will review feedback and act if necessary.

## **Compliments**

Staff will:

- listen and acknowledge
- thank the person
- indicate how the feedback will be shared (if applicable)
- document compliment, actions and outcomes
- share the compliment accordingly.

## **Ideas and suggestions**

Staff will:

- listen and acknowledge
- thank the person
- indicate how their feedback will be incorporated or shared (if possible)
- document suggestion, actions and outcomes
- share feedback or make changes if appropriate.

## **Concerns or complaints**

Staff will:

- listen and acknowledge.
- thank the person for following up
- apologise that the person feels they have not had a positive experience.
- assess whether the matter is notifiable and act accordingly
- explain the process
- make sure people know they can have a support person or advocate
- explain the circumstances without making excuses (if applicable)
- explain the issue resolution process and timeframe
- work towards an appropriate resolution using natural justice principles
- apologise if required, ensuring this is sincere, succinct and specific
- notify the person of what they can do if they are still not satisfied
- document feedback, actions and outcomes
- provide regular updates to the person if the resolution is delayed
- store details securely

- close out complaint or refer on as appropriate
- follow-up with the person to determine the effectiveness of the outcome where appropriate.

## **Maintaining your information**

In line with our Privacy Policy, privacy of personal information is maintained and information is stored securely. Confidentiality must be maintained by everyone involved in a complaint process.

## **Responsibilities**

**Residents, families and advocates** are responsible for:

- communicating concerns as soon as possible
- trying to resolve a complaint by speaking respectfully with the person involved
- raising any unresolved matters with a manager
- being respectful if someone wants to discuss feedback
- maintaining confidentiality
- cooperating with requests to meet or provide relevant information when requested in relation to complaints
- not make vexatious claims.

**Staff** are responsible for:

- working in line with this policy
- ensuring that people understand their rights, and their right to an independent support person or advocate if they choose
- promoting open communication and learning from feedback
- being respectful if someone wants to discuss feedback
- listening, acknowledging and responding to feedback
- focusing on positive solutions
- respecting independence and choice
- documenting feedback
- sharing constructive feedback
- maintaining confidentiality
- following up with management when required.

**Managers** are responsible for:

- engaging all stakeholders
- considering feedback in policy, planning and practice
- monitoring to ensure this policy is implemented
- ensuring staff understand policies and participate in related training
- identifying and addressing potential concerns before they become an issue
- responding to any concerns that cannot be managed at a staff level.

**The Finance and Governance Manager** is responsible for:

- initially assessing feedback received from residents, their families and advocates, staff and managers
- directing feedback to the appropriate Illowra manager or staff member to resolve where needed
- Keeping track and following up to ensure feedback is actioned or resolved in an appropriate and timely manner

**The Managing Director** is responsible for:

- ensuring the feedback process is accessible
- acting on breaches of policy within seven days of identification, or immediately if there is any identified risk
- ensuring all feedback is responded to in a timely manner, and an agreed dispute resolution process followed
- attempting mediation if required
- responding to media enquiries.

**SIL providers** are responsible for:

- working in line with this policy in the context of the collaboration agreement
- managing feedback relating to the SIL, and referring feedback relating to Illowra.

## **Feedback Policy questions and feedback**

If you would like a copy of this policy, or if you have any privacy questions or feedback, please contact us at:

[info@illowraliving.com.au](mailto:info@illowraliving.com.au)

**1300 455 697 (1300 illowra)**

## **Support to provide feedback**

You may seek support from family, friend or an independent advocate to support you in making a complaint. For more information see [Disability Advocacy](#).

The NDIS Commission can take complaints about:

- services that were not provided in a safe and respectful way
- services that were not delivered to an appropriate standard.

[Here is a fact sheet on how to make a complaint to the Commission.](#)

If you are in New South Wales, you can make a complaint can be made to the Commission by:

- Phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Completing a [complaint contact form](#).

If you are in Victoria, existing arrangements for making complaints remain in place until 1 July 2019.

## **Disability Services Commissioner**

Level 30, 570 Bourke Street, Melbourne Vic 3000

1800 677 342 (free call from land lines)

[complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au) 1300

726 563 (TTY)

## **Victorian Equal Opportunity and Human Rights Commission**

204 Lygon Street, Carlton Vic 3054

1300 891 848

1300 289 621 (TTY)

[complaints@veohrc.vic.gov.au](mailto:complaints@veohrc.vic.gov.au) or submit your complaint [online](#).

## **Legislation, Standards and Agreements**

The following legislation applies to this policy and supporting documentation:

[Charter of Human Rights and Responsibilities Act 2006](#) (Vic)

[Disability Act 2006](#) (Vic)

[Disability Discrimination Act 1992](#) (Cth)

[Health Records Act 2001](#) (Vic) [Freedom of](#)

[Information Act 1982](#) (Cth)

[National Disability Insurance Scheme Act 2013](#) (Cth)

[Privacy and Data Protection Act 2014](#) (Vic)

[Victorian Civil & Administrative Tribunal Act 1998](#) (Vic)

The following Standards apply to this policy and supporting documentation:

[Child Safe Standards](#)

[Human Services Standards – 2015](#)

[National Standards for Disability Services \(DSS\) – 2013](#)

[NDIS Provider Toolkit and SDA requirements](#)

[United Nations Convention on the Rights of Persons with Disabilities \(2006\) \(CRPD\)](#)

The following resources apply to this policy and supporting documentation:

[Annual Complaints Reporting tool](#) – Office of the Disability Services Commissioner (ODSC)

[Complaint Form](#) – Office of the Disability Services Commissioner (ODSC)

[Compliments and Complaints Management Policy](#) – DHS

[Good practice guide and self-audit tool](#) – Office of the Disability Services Commissioner (ODSC)

[Information Sheets](#) – Office of the Disability Services Commissioner (ODSC)

[NDIS – Feedback, and complaints](#)

[Publications and Resources](#) – Office of the Disability Services Commissioner (ODSC)

[The Disability Services Commissioner's values and principles](#)

## **Related internal documents**

Collaboration Agreement

Participant Agreement / Sub-lease Privacy

Policy

Staff Policy

<b>Feedback Policy</b>	<b>Policy Matrix: Engagement</b>
<b>Version</b>	<b>Details</b>
Version 2	28 October 2018
Endorsed	28 October 2018
Changes	NDIS Commission contact information included.
Version 3	4 May 2019
Version 4	21 May 2019
Endorsed	4 May 2019
Changes	Finance and Governance Manager responsibilities included