



FEEDBACK AND COMPLAINTS POLICY

INTRODUCTION

My Journey Australia is committed to providing high quality and professional service that meets your needs. This policy is designed to ensure we provide the highest customer service level that meets the National Disability Services Standards related to recognising your right to provide us feedback or make a complaint. My Journey Australia welcome and encourage feedback, ideas, and suggestions. All feedback and complaints are valued and will help us develop a better service, achieve your goals, and deliver positive outcomes.

This Policy relates to all activities of My Journey Australia. All employees (ongoing, temporary, casual) and independent contractors of My Journey Australia must respond to complaints.

Complaints can be in relation to service delivery; service access; privacy; policy; or staff issues (performance, behaviour, and attitude). This policy does not apply to staff grievances, concerns about participant welfare, or reportable incidents, which are covered under separate policies.

APPLICABILITY

When
<ul style="list-style-type: none">○ Applies to any situation which could affect a participant's delivery of supports

Who
<ul style="list-style-type: none">○ Applies to all representatives, including key management personnel, directors, full-time workers, part-time workers, casual workers, and contractors.

RELATED DOCUMENTS

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| <ul style="list-style-type: none">○ Feedback and Complaints Procedure○ Feedback and Complaints Form○ Accessible Feedback and Complaints Procedure & Form○ Complaints Register○ Service Entry and Exit Policy○ Participant Consent, Choice and Decision-Making Policy |
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OUR COMMITMENT

People receiving services from My Journey Australia are made aware of their right to complain about the service and their right to review and appeal. Complainants are entitled to have a support person during the complaint process. Complaints can be made in person, by phone, in writing, by email and can be made anonymously. Complaints can be made on a person's behalf by an advocate or family member, with that person's consent (which may be implied in certain circumstances).

If you make a complaint to My Journey Australia, you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being investigated
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

If you wish to make a complaint to My Journey Australia anonymously, it is essential to understand that this may limit our ability to inform you of the outcome of your complaint or provide you with a satisfactory response under these circumstances.

POLICY STATEMENT

You can expect that My Journey Australia will:

1. provide information about how to complain and how complaints are dealt with on our website and included in the material provided to participants on entry to our services and periodically after that. This information will be provided in various communication formats to maximise accessibility.
2. provide you with ongoing information about My Journey Australia's feedback and complaints policy and processes that are accessible, easily understood and culturally relevant.
3. actively encourage you (our customers), your family and carers to provide feedback or to raise concerns about any aspect of the service My Journey Australia provides that is not meeting your expectation of quality and professionalism.
4. respect that you, your family and carers will decide how, when and where you wish to make a complaint to a key contact person from My Journey Australia that we assign to work through the complaint process with you.
5. help you find a support person or advocate to assist or represent you if you choose (list contained in Appendix A). My Journey Australia will also inform you of your right to make a complaint to external agencies.
6. throughout the complaint handling process, My Journey Australia will support your participation, identify your desired goals, and keep you and your supporters informed of all decisions and the reasons for those decisions.
7. resolve your complaint in a confidential, fair, and timely manner with personal views respected.
8. ensure that there are no negative consequences or disadvantages to you or your supporters as a result of the complaint or expressed view; and

9. review our My Journey Australia feedback and complaints process to inform and direct continuous improvement across the organisation.

Procedure

LODGING A COMPLAINT

Anyone can make a complaint to My Journey Australia regarding our service. You do not have to be receiving our services, and you may make a complaint on behalf of someone else.

Complaints can be made in several ways, in person, over the phone, and via letter or email.

My Journey Australia will support you in making a complaint; for example, if required, we can arrange an interpreter using TIS National Translating services (including AUSLAN). For the Telephone Interpreting Service, call 131 450 (If you use TIS services, have your NDIS number ready).

Complaints can be lodged:

- Via Website: www.myjourneyaustralia.com.au
- Via Email: hello@myjourneyaustralia.com.au
- Via Mail: My Journey Australia; PO Box 26, Glenfield, NSW, 2167
- Via Phone: 1300 171 533

RECEIVING COMPLAINTS

When complaints are received verbally, we will:

- Provide you with an explanation of the events that occurred, if known at the time.
- Comprehensively record your concerns, along with all necessary details (names, date the issue first arose, etc.) into our register of complaints
- Identify the issues for resolution, including the critical concerns raised by you.
- Clarify with you directly if any problem is unclear.
- Advise of the complaints handling process, and
- Commence handling the complaint if appropriate

When complaints are received in writing, we will acknowledge receipt of the complaint by contacting you within one business day of receipt and follow the procedural points above.

In all cases, My Journey Australia can accept anonymous complaints, and we will investigate these as far as possible.

RECORDING THE COMPLAINT

Position/s Responsible: All Employees at all levels (including contractors).

The person recording the complaint will be responsible for:

- Documenting the complaint on our complaints form if not yet recorded.
- Informing complainants of their right to have an advocate assist them in the process.
- Informing the complainant that their complaint has been received and providing them with information about the complaint handling process and time frame
- If possible, complaints will be dealt with by the staff member involved in service delivery. In cases where you are not comfortable making a complaint to those directly involved, a Director will then be notified and asked to contact you.

INVESTIGATING THE COMPLAINT

Position/s Responsible: Director

The Director investigating the complaint will be responsible for:

- Examining the complaint within five working days of being received
- Resolving the complaint within 21 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the resolution time frame.
- Providing persons named in the complaint with the right of reply as part of the investigation and presenting them with the evidence received from the complainant.
- Registering the complaint in the complaints register. All complaints are recorded on the My Journey Australia internal complaints register and examined for continuous improvement.

RESOLVING THE COMPLAINT

Position/s Responsible: Director

The Director investigating the complaint will be responsible for:

- Resolving a complaint based on the evidence, addressing the issues raised as a complaint and being informed by the principles of fairness, respect, and transparency.
- Informing the complainant in writing within ten working days of the complaint being received, what is being done to investigate and resolve it, and the expected time frame for resolution.
- If there is doubt over the appropriate action regarding a complaint, we will escalate the complaint and relevant information to another Director for consideration
- Deciding within 21 working days of the complaint being received
- Ensuring that the outcome of the complaint investigation is clearly documented and then communicated to the participant.
- Final responses should be in a written form of a letter or email. Informing the complainant of the outcome and any options for further action will occur in writing and may then be followed up with a telephone call if preferred.

What if the complaint remains unresolved?

- If a complaint remains unresolved, or you are not satisfied with the final resolution offered by us, we can assist with information regarding a number of options for lodgement of a complaint to an external agency for further follow-up.

- The NDIS Commission can take complaints about services or supports that were not provided safely and respectfully or services and supports not delivered to an appropriate standard. A complaint can be made to the NDIS Commission by *Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged. National Relay Service asks for 1800 035 544 or completing a complaint contact form.*

RECORD KEEPING

A confidential register of all complaints is kept by My Journey Australia and only accessible by Directors. This records the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged, actions taken, date of resolution and reasons for the decision made
- Indication of the complainant being notified of the outcome
- Complainant response and any further action
- Correspondence in connection with all complaints will be kept for seven years

Appendix A - List of Advocacy Groups in New South Wales

- Ability Incorporated Advocacy Service (AIAS NSW) - www.abilityincorporated.org.au
- Aboriginal Disability Network NSW (ADN NSW) - www.adnsw.org.au
- Action for People with Disability Inc - www.actionadvocacy.org.au
- Advocacy for Inclusion - www.advocacyforinclusion.org
- Association of Blind Citizens of NSW - www.asnblind-nsw.org.au
- Australian Centre for Disability Law - www.disabilitylaw.org.au
- Brain Injury Association of NSW (BIA) - www.biansw.org.au
- Central Coast Disability Network - Individual Advocacy Project - www.ccdn.com.au
- Deaf Society of NSW - www.deafsocietynsw.org.au
- Regional Disability Advocacy Service - www.rdas.org.au
- Disability Advocacy NSW (DA) - www.da.org.au
- Disability Advocacy & Information Service (DAIS) - www.dais.org.au
- Disability & Aged Information Service Inc - www.daisi.asn.au
- Disability Information Advocacy Service (DIAS) - www.dias.net.au
- Family Advocacy - www.family-advocacy.com
- Information on Disability & Education Awareness Services (IDEAS) - www.ideas.org.au
- Illawarra Advocacy - www.illawarraadvocacy.org.au
- Intellectual Disability Rights Service (IDRS) - www.idrs.org.au
- Indigenous Disability Advocacy Service (IDAS) - www.idas.org.au
- Multicultural Disability Advocacy Association (MDAA) - www.mdaa.org.au
- NSW Disability Advocacy Network - www.ndan.org.au
- NSW Council for Intellectual Disability - www.nswcid.org.au
- Penrith Disabilities Resource Centre - www.pdrc.org.au
- People With Disability Australia (PWDA) - www.pwd.org.au
- Physical Disability Council of NSW (PDCN) - www.pdcnsw.org.au
- Self Advocacy Sydney Inc - www.sasinc.com.au