

Complaints & Feedback Policy

Introduction Your Way Disability SA (YWDSA) is committed to providing high-quality services and values feedback as a tool for continuous improvement. This policy outlines how complaints and feedback are managed, ensuring transparency, fairness, and accountability.

Our Commitment YWDSA is dedicated to:

- Encouraging and welcoming feedback from participants, families, staff, and stakeholders.
- Ensuring all complaints are addressed promptly and fairly.
- Maintaining confidentiality and protecting individuals from retaliation.
- Aligning with legal and regulatory requirements to safeguard participant rights.

Purpose:

Your Way Disability SA is committed to providing high-quality services to individuals with disabilities. We recognise the importance of listening to feedback and addressing concerns promptly and effectively. This policy outlines the procedures for lodging complaints and providing feedback to ensure continuous improvement and accountability within our organization.

Scope:

This policy applies to all individuals receiving services from Your Way Disability SA including participants, their families, caregivers, employees, volunteers, contractors, and any other stakeholders.

Principles:

Transparency: We will maintain open and transparent communication regarding complaints and feedback.

Fairness: We will handle complaints and feedback in a fair, impartial, and respectful manner.

Accessibility: We will provide accessible channels for lodging complaints and giving feedback to accommodate the diverse needs of stakeholders.

Confidentiality: We will protect the confidentiality of complainants and feedback providers to the extent possible, while ensuring effective resolution and accountability.

- NDIS Complaints Management and Resolution Rules 2018
- NDIS Quality Indicators
- NDIS Act 2013
- Disability Legislation for South Australia and other states
- Privacy Act 1988

Who Can Make a Complaint?

- Participants and their families.
- Advocates, guardians, or legal representatives.
- Staff, contractors, and volunteers.
- Any stakeholder engaged with YWDSA services.
- Complaints may also be made anonymously.

Complaints Procedure:

Any individual who wishes to lodge a complaint about any aspect of our services may do so by following the steps outlined below:

Formal Complaint: If the concern cannot be resolved informally, individuals may submit a formal complaint using the designated complaints form available from Your Way Disability SA.

Submission: Complaints can be submitted in writing, verbally, or through alternative accessible formats to Your Way Disability SA

Your Way Disability SA strives to learn, grow, and reflect. Therefore, your feedback is essential to ensure we can deliver the best possible service. If you would like to make a complaint or offer feedback in any form, please do not hesitate to contact us directly:

Email: info@yourwaydisabilitysa.com.au

Paul Cooke – 0416 465 437

You are also able to contact the National Disability Insurance Agency (NDIS) to make a complaint about Your Way Disability SA.

Phone: 1800 800 110

Website: www.ndis.gov.au (for further information)

NDIS Commission Quality and Safeguards

You are also able to contact the NDIS Quality and Safeguards Commission to make a complaint about Your Way Disability SA.

Phone: 1800 035 544 (free call from landlines)

Tele-typewriter (TTY): 133 677 (interpreters can be arranged)

Website: www.ndiscommission.gov.au

Advocacy

A friend, family member, support co-ordinator or advocate can help you. You can find advocacy organisations that are part of the National Disability Advocacy Program at this website:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Complaints Monitoring and Record-Keeping

- All complaints will be documented in a Complaints Register.
- Complaints are reviewed regularly to identify trends and implement improvements.
- Records will be securely stored and only accessible by authorised personnel.
- Complaints must include:
 - The nature of the issue.
 - Date and time of occurrence.
 - Parties involved (if applicable).
 - Actions taken and resolution outcomes.

Complaints System and Process YWDSA follows a structured complaint process as outlined in the Complaint Process Checklist:

1. **Receipt of Complaint** – Complaints can be submitted verbally, in writing, or via email.
2. **Acknowledgment** – Acknowledgment of the complaint will be provided within 5 business days.
3. **Review and Analysis** – Investigation will commence, and updates will be provided.
4. **Consultation** – The complainant will be involved in determining resolutions where possible.
5. **Outcome Determination** – Findings will be shared, and actions will be taken.
6. **Recording and Continuous Improvement** – Outcomes will be documented for future service enhancements.

Related Documents

- Complaint Process Checklist
- Anonymous Complaints and Feedback Form
- Complaint Investigation Form
- Complaints and Feedback Form
- Easy Read Complaint Guidelines

Inspections and Compliance

- The NDIS Quality and Safeguards Commission may review complaint handling processes.
- Periodic audits will ensure compliance with NDIS complaints management requirements.
- Participants will be informed of external complaint avenues (e.g., NDIS Commission and Ombudsman Services).

Confidentiality:

Your Way Disability SA will treat all complaints with confidentiality to the extent possible, respecting the privacy of the individuals involved. However, in some cases, it may be necessary to disclose information to conduct a thorough investigation or implement corrective actions.

Documentation and Reporting:

- All complaints and feedback, along with their resolution outcomes, will be documented and recorded in a central register maintained by Gemma Cooke
- Regular reports on complaints and feedback trends, analysis, and actions taken will be provided to senior management for review and oversight.

Review and Improvement:

1. This Complaints and Feedback Policy will be reviewed regularly to ensure its effectiveness and relevance.
 - Feedback from stakeholders on the policy itself will be welcomed and considered for potential improvements.
 - A complaints register will be kept and updated by Gemma Cooke.

Your Way Disability SA is committed to fostering a culture of transparency, accountability, and continuous improvement through effective complaints management and feedback processes.