

3. Business Practice and Service Delivery

Policy 2.7: Feedback, Complaints & Service Planning

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1. Background

Christine Stammers Support Coordination (CS SC), operates as a Sole Trader under the NDIS, to support Participants of the NDIS and their carers/family members who live in the Council Divisions of 2, 3, 4, 5, 6, 7 & the suburbs of Morayfield and Burpengary of Division 12, of the Moreton Bay Regional Council of Queensland.

The services offered by CS SC includes Support Connection and Coordination of Supports, which is governed by the NDIS & NDIS Quality and Safeguards Commission, reporting mechanisms. Participants of the NDIS, who have Support Coordination in their Plans can pay for this service from their NDIS Plan, through a Service Agreement with CS SC. This is paid directly from a person's NDIS Plan via one of the following ways NDIA, nominated Plan Manager or Self-Managed funds.

CS SC has two Positions: Owner/ Director and Support Coordinator – Christine Stammers. 2nd Position: Casual Office Administrator, ½ a day to one day per month – This Position is bound by the same NDIS & Legislative client confidentiality laws.

2. Purpose and Scope

The purpose of this policy is to establish mechanisms for Participants, carers/family members to provide feedback or to lodge a complaint, either about CS SC or about another person or organisation. Complaints are seen to have an important role in contributing to service improvement and provision by Christine Stammers.

The feedback, compliment or complaint are then used to help in reviewing Service Delivery and Service Planning.

Also, the Purpose of this Policy is to document how and in what way CS SC Networks with agencies and services in the Moreton Bay area of Queensland.

The policy has been framed around natural justice principles and individuals' rights as they are specified in the Standards Australia Complaint Handling Standard AsOB-009 - 2206, Standard 4 of the Disability Services Standards (1993), Standards 1 & 5 of the Human Services Quality Standards, the Convention on the Rights of Person with Disabilities and the NDIS Safeguards Commission Practice Standards and Quality Indicators.

This policy applies to all supports offered by CS SC.

3. Policy Statement

CS SC is committed to ensuring that all Participants and their carers/ families, are free to provide feedback or to lodge complaints, to CS SC or to the Dept. of Communities and to

TERMS OF REFERENCE FOR

Christine Stammers Support Coordination

ABN: 50744142546

NDIS Provider No. 405004615

Registration ID 4-4331-4442

The logo for Christine Stammers Support Coordination, featuring the letters 'CS' and 'SC' in a stylized, light blue font inside a white square with a thin black border.

have their Feedback or complaints dealt with promptly, fairly and non-threateningly by Christine and to have those complaints resolved if possible. Treatment of complaints and grievances will be confidential and fair to both the complainant and respondent, they will be responded to courteously and will be given high priority for resolution and remediation.

If the Complaint received is about an organisation or person other than CS SC, and if in her scope as Support Coordinator, Christine will endeavor to mediate between the parties for successful resolution of the complaint.

If the Complaint is about Abuse, Neglect and or the Exploitation of a Person with a disability, the relevant authorities are to be notified of this event. Please See Policy 2.8 Preventing and Respond to the Abuse, Neglect and Exploitation of People with Disability.

4. Procedures

The NDIS Practice Standards and Quality Indicators that relate to this Policy are

- **Feedback and Complaints Management** – Where each person has knowledge of and access to the provider’s complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.
- **Person Centred Supports** – Where each person accesses supports that promote, uphold and respect their rights and is enabled to exercise informed choice and control. Support Provision promotes, upholds and respects freedom of expression, self-determination and decision making.
- **Quality Management** – Where each person benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery
- **Human Resource Management** – Where each person’s support needs are met by workers who are competent in relation to their role, hold relevant qualifications and who have relevant expertise and experience to provide person-centred support.

The following procedures are to be implemented to enable CS SC to meet its policy objective of ensuring that all Participants &/ their family can have their Feedback and or complaints listened to, respected and acted upon appropriately.

- While Developing the Service Agreement, explain verbally and in writing how people can provide Feedback and or lodge a complaint to CS SC
- While Developing the Service Agreement, Explain Verbally and in writing how people can lodge a Complaint to the NDIS Quality and Safeguards Commission.
- Complete Disability Services Screening Tool for Restrictive Practices before commencing
- Feedback Form and Complaint Form Provided to people in Initial Meeting
- People are able to provide their Feedback from an Advocate if this is there preference.
- Feedback is gathered via the Feedback Form at 8 Week Report and also during provision of Services to ensure CS SC is capturing Support Requirements Correctly.
- Provide regular opportunities for Compliments and Feedback Forms to be completed.
- People are Free to lodge and have resolved any complaint or grievances regarding CS SC

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- Agency Survey's are sent out on a Once a Year Basis to Providers that CS SC currently works with to improve upon Service Referral and delivery.
- The Feedback Forms, Agency Surveys, Complaint Forms and Verbal Feedback all help CS SC in providing information on Governance as a Business.
- All Feedback and Complaints are filed Electronically under the Relevant Registry
- All Agency Survey's are Filed under Feedback Planner Registry
- If a Person, their Nominee or Advocate, has a Complaint or Grievance with CS SC that is unable to be resolved, an alternative Support Coordinator Service is to be offered to the person.
- The Exit Form, Exit Report and Feedback form are to be completed.
- Exit Report submitted to the NDIS and New Support Coordinator See Police 2.9 Exit of Participants.

Through a person having choice and control over their NDIS funding this will increase a person's skills and confidence levels. This is to be accomplished through

- educating Participants about their rights as citizens and as service users
 - Encourage self-advocacy and increase individual independence and decision making
 - Provide support to improve increasing choice and opportunities
 - Build knowledge and skills around the NDIS.
- Through reflective practices with Participants in writing their required NDIS reports, reflect on the milestones they have reached, the knowledge they have gained and how they have grown as a person.
- Provide regular opportunities for their feedback and have this included in shaping how my services are delivered.

CS SC may also receive Feedback or Complaints about other Service Providers or people. In this instance, CS SC is to support the person to help them make a decision in what they would like to do. Their Safety is taken into consideration and if needed Emergency Services are used.

- In the occurrence of Negative Feedback or a Complaint is made about another Service Provider is made – it is to be documented internally Under Incident Reports.
- If this Incident relates to the Prevention of Discrimination, Death, Abuse, Neglect, or Exploitation, a Risk Assessment for D.D.A.N.E. is to be completed and where possible consent gained from the person for this to be submitted to the NDIS Quality and Safeguards Commission.
- If the Person does not give their consent, CS SC has the Legal Responsibility as a Registered NDIS Provider to submit either a 5-day Critical Incident Report or Same Day Incident Report.
- If the persons safety is at risk from themselves or another, Emergency Services are to be contacted and Supports Arranged for the Person to ensure their Safety.

The Following Registries are used by CS SC

- the Feedback and Complaints Registry
- Critical Incident Register
- Register for Participants on a PBSP

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- Exit Register

Networking

- CS SC is responsible for finding and maintaining Services and Supports in the Moreton Bay Area of Queensland. <https://www.moretonbay.qld.gov.au>

(Go to Living Tab, Select Commentated Communities, Neighborhood Centers, Community Network Meetings, Multicultural and Disability Action Week).

CS SC is responsible for attending at least One (1) of the following Interagency Meetings; attendance, notes and minutes from previous meetings are to be recorded in Network Registry.

Meeting	When	Location
Community Interagency Meeting	10.00am - 11.30am Bimonthly, 2nd Wednesday of the month (Meetings are held February, April, June, August, October, December)	Strathpine Community Centre
Murri Network Meeting	10.00am - 12.00noon 3rd Tuesday, every two months (Meetings are held in March, May, July, September, November) View the meeting calendar [PDF 290KB]	See Meeting Calendar
Moreton Bay Multicultural Action Network (MBMAN) MBMAN provide information, referrals and support to multicultural communities in the Moreton Bay Region.	1.30pm - 3.30pm, 2nd Tuesday, bimonthly commencing February 2018	Caboolture Neighborhood Centre, 9 George Street Caboolture
Coordinated Community Response to Domestic Violence (CCR2DV)	9.00am - 11.00am, 3rd Thursday, bimonthly	Your town - 219 Deception Bay Road, Deception Bay
Moreton Bay Local Level Alliance (LLA), Family and Child Connect	10.00am - 12.00noon, Last Thursday's, bimonthly commencing January 2018.	Caboolture Memorial Hall 61-65 Lower King Street
Redcliffe/Caboolture Mental Health Network	10.00am – 11.30am Friday's, quarterly (to be advised)	Your town, 219 Deception Bay Road, Deception Bay

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Moreton Bay Housing & Homelessness Network	2.00pm - 4.00pm, Second Thursday of the month.	Brisbane North PHN, Level 2, 10 Endeavour Boulevard, North Lakes
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5. Performance Standards

The following performance standards need to be met to ensure that the procedures specified in this Policy are implemented effectively:

- When entering a Service Agreement with a New Participant, CS SC will give the New Participant, their Carer and or Family member them the following documents
- Participant Compliments and Feedback Form
- Participant Complaint Form
- How to Make a Complaint to the NDIS Quality and Safeguards Commission

This information is to be explained in a format and communication method of their choosing. These forms are to be documented that they have been received by the New Participant in the check list on their Service Agreement.

- Participants, their carer or family member are to be advised that they may feel free to communicate with Christine any point that Christine has not explained to them in a way that they feel they fully understand.
1. Christine Stammers has ready access to, a copy of the Complaints Policy formatted in people's preferred mode of communication and has ready access copies of the Compliments and Feedback Form and the Complaint Form to give to people upon their request.
 2. As a Sole Trader, it is Christine Stammers' responsibility to co-ordinate complaints and to whom all complaints are referred.
 3. When Compliments or Feedback or Complaints are received, they are to be documented in CS SC Registry within 24 hours upon receiving it.
 4. If a participant, carer/ family member has elected to have the complaint dealt with by Christine Stammers, Christine is to meet with the complainant within five working days of being advised that the client wishes to proceed with the complaint internally.
 5. Each step of a complaint and associated documents to and from Participants and their Carers/ Family members is to be documented in the Aptivo CRM.
 6. Christine Stammers as the complaint's coordinator has clarified and documented the nature of the complaint or concern and the resolution sought by the complainant.
 7. The complaints coordinator has interviewed the involved parties and assembled a proposed course of remedial action within ten working days of meeting with the complainant.
 8. This is in line with the Role Description of a Support Coordinator.
 9. In the event of the proposed course of remedial action being unacceptable to the complainant, the complaints coordinator has advised the complainant of his or her rights and avenues to take the matter further. Which includes reporting to the Dept. of Communities.
 10. If the complaint results in the early exit of a Participant, follow procedures outlined in Exit of Participant.

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11. All complaints, resolved and unresolved, have been recorded Complaints Register and where deemed
12. Any Incidents that have resulted from a Complaint are to be handled accordingly.
13. No person will be penalised for raising a complaint.
14. If the Complaint or Grievance is about another Organisation that Service Provision is provided to, Christine Stammers will encourage the Participant, Carer/ Family member to approach the said organisation. If the Participant, carer or Family member do not feel confident to do so, permission will be gained from the participant to arrange a joint meeting to discuss the complaint with a view for all parties concerned for resolution and remediation.
15. If the Complaint relates to abuse it will be passed onto the relevant authorities and CS SC to follow the Policy 2.8

7. Review of the Policy

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Documents used with this Policy

- Service Agreement
- Action Plan
- Authority to Release Information Form
- Conflict of Interest Form
- Participant Feedback Form
- Complaint Form
- Agency Survey
- Participant & Agency Feedback Planner
- Service Planning and Activities
- Exit Form Exit Report
- Risk Assessment – Meetings
- Risk Assessment Abuse, Neglect and Exploitation Form
- NDIS Quality and Safeguards Commission “How to Make a Complaint” Document
- Disability Services Restrictive Practices Screening Tool

Record of policy development		
Version	Date approved	Date for review
Version 1.1 2018	December 2018	December 2020
Version 1.2 2019	January 2019	January 2021
Version 1.3 2020	February 2020	February 2022