

Complaints Policy

Bestlife Respite Care Pty Ltd is committed to upholding the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

Bestlife values client feedback. We aim to have a responsive and caring service for our participants, their families and their representatives. We use feedback to improve our services – which benefits participant experience as well as the experience of caregivers and support personnel.

Our complaints system aims to:

- Help people with disability understand their rights and what they should expect of providers.
- Give people with disability the confidence to complain, when needed, by addressing power imbalances that people with disability can face when raising issues.
- Be accessible and easy to navigate.
- Enable other stakeholders (such as advocates and workers) to make complaints and ensure issues can be addressed when people with disability are unable or unwilling to make a complaint.
- Support the resolution of complaints between providers and people with disability, and when possible provide an escalation pathway when needed.
- Ensure that quality and safety issues are appropriately managed.
- Enable the identification of systemic issues and drive improvement actions, including through provider reporting on complaints.

Bestlife will:

1. Always have readily available complaints information and forms (through the company office).
2. Acknowledge any complaint within 48 hrs of being notified of a complaint.
3. Provide progress feedback on the status of a complaint within 7 days.
4. Keep the concerned party and relevant stakeholders informed of progress in handling a complaint through to the resolution of the issue (as far as possible).
5. Treat complaints with fairness and confidentiality (please see Privacy, Confidentiality and Data Policy).
6. Offer independent mediation in cases where complaints cannot be satisfactorily resolved.

7. Use complaints to improve services, policies and procedures through our complaints management procedures and continuous improvement cycle.
8. Facilitate making a complaint to the Commissioner and provide appropriate support and assistance in contacting the Commissioner in relation to a complaint where required.

Associated Documents

- Please refer to the Bestlife Complaints Procedure for detailed information.
- This policy is supported by a “Complaints & Disputes” Form, which are freely accessible by contacting the office.
- This policy is also supported by our Complaints Registers (documentation of all complaints received, process and outcomes).
- There is a standing agenda space for complaints in “Staff or Management Meetings” actions arising from the meetings will be recorded and carried forward to future meetings until the issue is resolved.
- Copies of the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and accompanying Explanatory Statement are available at <https://www.legislation.gov.au/Details/F2018L00634>.
- Please see our Complaint & Disputes flow process below.

Responsible Person(s)

Bestlife Managing Director

CEO

Bestlife
Respite Care

Complaints & Disputes Flow Process

