

Feedback and Complaints Policy

What is InMotion Group's policy?

Feedback, including complaints, suggestions and compliments are welcome and important to make sure the services we deliver are of the highest quality.

We recognise, respect and encourage the rights of people to raise complaints and give feedback without fear. Feedback and complaints can be given in writing, by email, fax, by speaking to someone or any other method of communication. We regularly ask for feedback about our services through surveys provided to our customers at the completion of services, service reviews from our website, social media sites, formal customer meetings and encouraging informal feedback from customers.

How feedback or complaints are given will not affect how quickly we respond to you or the result of the response. We aim to resolve complaints as quickly as we can, we will communicate a timeframe to you when resolving this depending on the nature of the complaint and actions required to resolve this.

Our employees and contract staff are trained to consider our participant's vulnerability, particularly if they are a child or in a disadvantaged position. Our employees are trained to listen carefully to any complaints they make as they may not use adult "complaint" language.

We encourage good listening and communication to make decisions based on proof of evidence, instead of speculation or suspicion. Whenever possible complaints will be resolved as soon as possible. We will communicate the timeframe to you depending on the nature and severity of the complaint and subsequent investigations. We aim to resolve most within 3 days, however if a longer period is required we will advise you of this and keep you updated.

Complaints about our services received are handled in line with relevant legislation.

All complaints are recorded so that;

- Our Management team can identify trends, risks and make recommendations for improvements at an individual, service or organisational level.
- We have a standard approach to complaints management and so that feedback and complaints are managed in a fair and transparent way. We always try to reach a resolution and see this as an opportunity to continuously improve what we do.

Personal information will not be shared with anyone without your written permission, unless we have concerns for your safety or we are required to by law. For example, mandatory reporting of child welfare or if we are subpoenaed.

This Policy does not apply to employee grievance/s. These should be raised directly with our management team.

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Who needs to know about this Policy?

- ☐ All InMotion Group staff
- ☐ All InMotion Group customers

Equity and Access Considerations

- ☐ InMotion Group does not discriminate. All of our actions and the decisions we make take into account age, culture, disability, language, religion, gender and sexuality of older people, people with a disability, their carers and advocates.
- ☐ Therefore, information is communicated and feedback is asked for in accessible formats to suit the needs of our clients, their families, carers, community groups and relevant others. All our staff are trained to provide services in a culturally sensitive manner. In addition, interpreters are available for our clients and their families to access during service delivery. Before engaging an interpreting service we ask for our clients to provide consent. We utilise the services of TIS- Translating and Interpreting Services, their contact details (available 24 hours) are provided below:

Phone: 131 450 (within Australia)

Phone Interpreting (24 hours): 1800 131 450

Enquiries about free services: 1300575 847/ tis.lpl@homeaffairs.gov.au

- ☐ Any person making a complaint to us has the right to ask an advocate to assist them. We will inform the person making the complaint that they have the right to involve an advocate and make all efforts to help them find an appropriate advocate if requested after they have provided us with consent. A link to advocacy services are available on our website and listed below:

http://www.adhc.nsw.gov.au/individuals/support/directing_my_own_life/advocacy_and_information_services

- ☐ When a child/ young or vulnerable person makes a complaint, our staff will offer to find a support person to help them during the complaint process.
- ☐ This policy is available on our Website (www.kidsinmotionclinic.com.au and/ or www.lifeinmotionclinic.com.au). It is summarised in the service agreement and is available in hard copy format at reception. Our administration staff can provide you with a printed version of this policy upon request.

Responsibilities

Directors	<ul style="list-style-type: none"> • Encourage complaints and feedback to facilitate client satisfaction, goal achievement and continuous improvement. • Ensure there is an effective complaint and feedback process in place. • Ensure that all feedback and complaints are managed in line with this policy, including allocating adequate resources for execution of this policy. • Review the nature and outcomes of all complaints at management meetings and implement appropriate corrective actions to prevent a similar complaint being raised.
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	<p>☑ Review the feedback process, update this policy and procedure, approve this policy on an annual basis after consultation with the management team.</p>
<p>Manager/ Team Leaders</p>	<p>☑ Promote the Feedback and Complaints Policy and Procedure to staff and customers</p> <p>☑ Provide ideas and commit to the on-going improvement of the complaint management system.</p> <ul style="list-style-type: none"> • Record all complaints and the actions taken to resolve this in the clients file or in the continuous improvement register, if relevant to the organisation as a whole. <p>☑ Demonstrate a positive attitude towards solving complaints and encouraging customers and staff to feel confident about raising issues.</p> <p>☑ Support staff if a complaint has been raised against them by giving them the chance to respond so their version of events is heard.</p> <p>☑ Provide staff training on complaints management to all new staff during their induction period and then annually.</p> <ul style="list-style-type: none"> • Report on complaints raised and the resolution actions during their management meetings. Identify trends that may indicate wider organisational issues. These reports are to be provided to the Management team, which includes the Directors of InMotion Group. • Execute continuous improvement actions to prevent similar complaints from being raised.

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Who is responsible?

<p>All Employees</p>	<ul style="list-style-type: none"> ☐ Commit to the timely and fair resolution of complaints. ☐ Understand complaints, compliments and suggestions are welcomed and are a valued opportunity to improve service. ☐ Understand their role in receiving, responding to or forwarding complaints. ☐ Respect the privacy and dignity of the person making the complaint and making sure the information about a complaint will only be shared on a need to know basis, within the organisation and externally. ☐ Review of the Feedback and Complaints Policy and Procedure and providing input on ways the process could be improved.
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Legislation & Standards Compliance

Legislation and Standards Compliance:

- ☐ NSW Disability Inclusion Act 2014
- ☐ National Standards for Disability Services 2013
- ☐ Home and Community Care Act 1985
- ☐ Home and Community Care Amending Agreement 1999
- ☐ NSW Home Care Service Act 1988
- ☐ NSW Youth and Community Services Act 1973
- ☐ NSW Commission for Children and Young People Act 1998
- ☐ NSW Children and Young Persons (Care and Protection) Act 1998
- ☐ NSW Community Services (Complaints, Review and Monitoring) Act 1993 – CS-CRAMA
- ☐ NSW Ombudsman Act 1974
- ☐ Privacy Act 1988
- ☐ NSW Privacy and Personal Information Protection Act 1998
- ☐ NSW Protected Disclosures Act 1994
- ☐ NSW Health Records and Information Privacy Act 2002
- ☐ Commonwealth State and Territory Disability Agreement 2002-07



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☐ NSW Government Disability Policy Framework