



Feedback & Complaints Policy

Purpose

My Care Match values feedback and complaints to support the continuous improvement of our services. The purpose of this policy is to ensure that all participants, their families, carers, and advocates are provided with a transparent and accessible process for providing feedback, making complaints, and resolving issues related to the services provided by My Care Match, having regard to procedural fairness, confidentiality and privacy.

This policy aligns with the National Disability Insurance Scheme (NDIS) Quality and Safeguards Framework, promoting the delivery of safe, high-quality services while ensuring participant satisfaction.

Definitions

- **Feedback:** Positive or constructive comments made by participants or stakeholders about the services provided.
- **Procedural Fairness:** a process that displays fairness to all parties. It includes the right to be heard, the right to be treated without bias, the right to be informed of allegations made and to have the opportunity to respond to them and the right to be able to find out about the status of a complaint.
- **Complaint:** A formal expression of dissatisfaction or concern regarding the services, conduct, or operations of My Care Match.
- **Complainant:** the person or persons making a complaint or the person on whose behalf a complaint is made.
- **Participant:** An individual who receives support or services under

the NDIS.

- **Advocate:** A person who supports or represents a participant in making decisions, including raising concerns or complaints.

Our Commitment to Feedback and Complaints

My Care Match is committed to:

1. Ensuring that all feedback, including complaints, is treated seriously and respectfully.
2. Resolving complaints in a fair, timely, and transparent manner.
3. Continuously improving our services based on participant feedback.
4. Upholding participant rights to voice concerns and make complaints without fear of retribution.

Feedback Process

We welcome and encourage feedback from participants and stakeholders to help us improve our services. Feedback can be:

- Provided verbally, in writing, or via email.
- Shared directly with your support worker.
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How to Make a Complaint

If you wish to make a complaint, follow these steps:

1. Step 1: Informal Resolution

We recommend discussing your concern directly with your Support Worker. Often, issues can be resolved quickly through informal discussion.

2. Step 2: Formal Complaint

If your concern is not resolved informally, you can submit a formal

complaint to My Care Match. To do so:

- Complete a **Feedback and Complaints Form** (available in the Resources section of the My Care Match website).
- Email the form to contact@mycarematch.com.au please mark the subject of the email **Complaint**
- Provide as much detail as possible regarding the issue, including dates, names, and a description of the complaint.
- If you do not want to use the form on the website you can just send an email to contact@mycarematch.com.au

3. **Step 3: Acknowledgement of Complaint**

Upon receipt of a formal complaint, we will acknowledge it within 3 business days. We will provide a timeline for the resolution of your complaint and keep you informed of any progress or updates.

4. **Step 4: Investigation and Resolution**

Complaints will be investigated promptly and thoroughly. We aim to resolve complaints within 15 business days. In complex cases, we may need additional time but will keep you informed throughout the process.

5. **Step 5: Outcome and Follow-up**

Once a resolution is reached, we will inform you of the outcome. If you are not satisfied with the resolution, we encourage you to discuss the matter further with us or escalate it to an external authority (see "Escalation" section below).

Escalation

If you feel your complaint has not been resolved satisfactorily by us, you can escalate it to:



- **NDIS Commission:** You may contact the NDIS Quality and Safeguards Commission for assistance. They can be reached through their website or by calling the NDIS complaints line at 1800 035 544.
- **Ombudsman:** You can also contact the relevant State or Commonwealth Ombudsman if you believe that your complaint has not been addressed fairly.

Confidentiality

All complaints and feedback will be treated confidentially. Personal details will only be shared as necessary to resolve the issue, and in line with the NDIS Code of Conduct and Privacy Laws.

Non-Retaliation Policy

My Care Match strictly prohibits any form of retaliation against individuals who provide feedback or lodge complaints. Participants and their families, carers, and advocates are encouraged to speak up without fear of negative consequences.

Continuous Improvement

We are committed to using feedback and complaints as an opportunity to improve the quality of our services. We regularly review feedback and complaints to identify trends and areas for improvement.

Review of this Policy

This policy will be reviewed at least annually to ensure it remains effective and in line with current NDIS requirements.

Contact Information



For further information or assistance in submitting feedback or complaints, please contact:

- **Contact Name:** Claire Kilner, CEO, Autism Abilities
- **Email:** info@autismabilities.com.au
- **Phone:** 0466 814 770

If you have any questions or need advice about and/or assistance with any aspect of this policy please contact:

contact@mycarematch.com.au 0481 112 928.