

PGOM_POL_FC/V3/21.09.22

Core Supports Module 2. Provider Governance and Operational Management

Specific Responsibility:

All Staff and Board

Policy: FEEDBACK AND COMPLAINTS

POLICY CONTEXT

Standards or other external requirements

- National Disability Insurance Scheme Practice Standards
[NDIS Practice Standards | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/ndis-practice-standards)
- National Disability Insurance Scheme (Code of Conduct) Rules 2018
[NDIS Code of Conduct \(NDIS Providers\) | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/ndis-code-of-conduct)
<https://www.legislation.gov.au/Details/F2018L00629>
- National Guidelines Best Practice in Early Childhood Intervention
<https://www.flipsnack.com/earlychildhoodintervention/ecia-national-guidelines-best-practice-in-eci/full-view.html>

Legislation or other requirements

- National Disability Insurance Scheme Act 2013
<https://www.legislation.gov.au/Details/C2019C00332>
- National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013
- <https://www.legislation.gov.au/Details/F2013L01009>
National Disability Insurance Scheme (Code of Conduct) Rules 2018
<https://www.legislation.gov.au/Details/F2018L00629>
- National Disability Insurance Scheme (Worker Checks) Act 2018 No 82
<https://legislation.nsw.gov.au/view/html/inforce/2018-11-28/act-2018-082>
- State Records Act 1998
<https://www.legislation.nsw.gov.au/#/view/act/1998/17>
- Fair Work Act 2009
- Fair Trading Act 1987
- Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act)
- Associations Incorporation Act 2009
- Corporations Act 2001
- Associations Incorporation Regulation 2016
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986 (Cth)
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Workplace Gender Equality Act 2012
- Australian Human Rights Commission Act 1986:
<https://www.legislation.gov.au/Series/C2004A03366>
including

EARLYEDUCATION (EARLYED) Inc: 2. Provider Governance and Operational: Management: Feedback and Complaints

	Convention on the Rights of Persons with Disabilities Convention on the Rights of the Child
Contractual Obligations	<ul style="list-style-type: none"> • Rules of Association 2020 (EarlyEd) • Funding agreements eg NSW Dept of Education and NSW Dept of Communities and Justice • Organisational contracts and community grants/fundraising • EarlyEd Service Agreement Documents. • Employment contracts • EarlyEd Enterprise Agreement

Policy Statement:

EarlyEd **acknowledges** feedback and comments from children, family members and any person or agency in contact with the organisation including volunteers. EarlyEd also **actively seeks, encourages** and accepts all persons that they are involved with to provide feedback, **both positive and negative and minor and significant** which it analyses and reflects on as a source of improvements for services and activities. The organisation will:

- foster a service culture that encourages open and honest communication
- are informed about what they can expect from EarlyEd services
- protect the rights of children, families and any person or agency in contact with the organisation to provide feedback and to make complaints about service delivery
- encourage and make it easy for people to provide feedback
- ensure anonymity to people providing feedback unless they have given permission
- utilise policies and procedures to support good practice, documentation and response to feedback
- embed feedback opportunities, recording and analysis in operational practices
- record, retain and analyse information arising from feedback and use it to improve services
- provide timely and considered responses and follow up
- use the feedback for continuous business improvement purposes to reduce future complaints

Information will be provided to children, families and stakeholders directly in varied formats via social media, online and in publications delivered from the beginning of connection with EarlyEd, through services until exit. Children and families will be supported to give feedback in whatever medium they prefer.

All staff and volunteers working with children, their family and community services are responsible for ensuring they are familiar with the procedures for all of the people to provide feedback, and for:

- accepting and reporting informal feedback
- offering clients an opportunity to provide formal feedback when appropriate.

All staff, Board, Leadership, Business and Administration Team and the CEO are responsible for looking for, creating and developing ways to support formal and informal feedback and for receiving, reflecting on, analyzing, and making a record of feedback and responding to the outcomes.

Team Leaders when they receive

- any negative comment will notify the CEO as soon as possible ie before day end. ie Level from 1-4
 - and immediately for Level 3 & 4
- The will then report on an ongoing basis to the regarding feedback outcomes.

The CEO will review feedback records with Team Leaders and identify any action required.

Positive feedback encouraged, valued and acknowledged and will be shared.

Families will also be made aware of other places they can go to complain.

Provide feedback or complain to NDIS

<https://www.ndis.gov.au/contact/feedback-and-complaints>

About a provider or the Commission:

<https://www.ndiscommission.gov.au/about/making-complaint>

<https://www.ombudsman.gov.au/>

Aim/Purpose:

1. EarlyEd families and agencies that EarlyEd staff are involved with are able to provide feedback and complaints to staff knowing that it is welcomed, is valued, is confidential, and that they can feel safe to do so.
2. EarlyEd families will be encouraged and be able to be involved in developing and reviewing the policies and practices that guide the service they receive through their feedback. They will be informed how it will be used as part of the feedback to them about our actions.
3. EarlyEd families and agencies that EarlyEd is involved with will be able to have a say in how the services are delivered, and will be encouraged to pass information back to the organisation, giving their comments and outlining any concerns they may have. Such input will be used constructively to monitor and improve the service. They will be informed how it will be used as part of the feedback to them about our actions.

Rationale and Framework:

EarlyEd's Purpose, Vision and Values reflect responsiveness and quality as does our Code of Ethics and Conduct. A proactive, accountable and outcome focussed approach to feedback and complaints is the only way ensure we not only listen but respond to families and other stakeholders. The focus of the policy is to create:

1. a culture at EarlyEd that encourages and welcomes all feedback
2. a straightforward approach to managing feedback which supports staff to make decisions confidently as to how to respond
3. learn from the information in order to improve practices.

Feedback and Complaints are classified according to 4 main levels:

- Level 1: Comment about the service, or requests for information or clarification.
Comments may be either positive or negative or may be suggestions for improvement
- Level 2: Criticism or dissatisfaction about the service received, particularly where there is dissonance between the expressed need of the client and the service delivered.
- Level 3: Concern or serious objection about the service delivery, where there is a high level of dissatisfaction or a specific grievance.
- Level 4: Complaint about serious breaches of the service contract, or of rights, policy, or the legislative responsibilities of the service (for example, anti-discrimination legislation etc.)

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All Complaints and feedback are logged and reflected on by Team Leaders and other workers. Feedback and Complaints is standard agenda item on team meeting and leader agendas. Trends are analysed and reported to the Board.

Being proactive to concerns is the aim at all times to ensure timely responses and support efforts to avoid stress and further concerns.

DOCUMENTATION

Documents related to this policy	
Related policies	POL_Grievance_dispute_settling Policy (HR) POL_Performance_Management Policy EarlyEd (HR) POL_Code of Ethics&Conduc POL_ Information and Records Management PROC_ Information and Records Management PROC_Incident Response POL_QUALITY POL_Risk Management POL_Financial Management POL_Human Resource Management POL_Continuity_of_Supports POL_Child Safety, Security and Child Protection POL_Work Health & Safety POL_IndepenceandInformedChoice_Person Centred Supports PROC_IndepenceandInformedChoice_Person Centred Supports POLICY_Individual Values and Beliefs POL_Child Safety, Security and Child Protection PROC_EarlyEd Complaints Procedure POL_Privacy_Confidentiality & Dignity POL_PROC:Access,Entry,Transition&Exit POL_RISK MANAGEMENT including Emergency and Disaster Management Conflict of Interest and Succession Planning
Forms, record keeping or other organisational documents	EarlyEd Code of Conduct NQ&S Commission Worker Capability Framework Client Record Management system Service Agreement EarlyEd Feedback and Complaints Log EarlyEd Feedback and Complaints Procedure Flowchart Exit and Termination Procedure (HR) Performance Management - info for current EarlyEd staff Performance Management - info for Managers Performance Management - info for new EarlyEd staff Pre First Reflective Practice Supervision Questionnaire Reflective Practice and Supervision Actions Outcomes Reflective Practice and Supervision form Level 1 Reflective Practice and Supervision form Level 2

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	<p>Reflective Practice and Supervision form Team Leaders</p> <p>Admin Finance Reflective Practice and Supervision form</p> <p>Orientation training</p> <p>Risk Management Plan</p>
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Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 2 years unless changes in funding occurs	CEO	Board