

Feedback Policy

This policy explains that feedback is welcomed and made available to all stakeholders of Li-Ve Tas in a responsive, objective and confidential manner.

About this policy

Responsibilities and delegations	
This policy applies to	This policy applies to any Li-Ve Tasmania (Li-Ve Tas) stakeholder including workers, participants, their families, advocates and members of the public. The term 'worker' means any Board member, employee, volunteer or contractor.
Accountability	The Chief Executive Officer is accountable for this Policy.
Specific responsibilities	<p>The Board must be aware of the contents and purpose of this policy.</p> <p>Executive and Senior Management Team members must:</p> <ul style="list-style-type: none"> ▶ champion and model awareness of this policy ▶ Ensure portfolio team members, contractors, volunteers and members of the public (as applicable) are made aware of the policy's contents and purpose, ensuring the feedback avenue is outlined and made available <p>Portfolio team members, contractors, and volunteers should champion the application of this policy</p>
Policy approval	This policy is owned and approved by the General Manager, Quality and Risk.

Related documents & requirements

Policy context – this policy relates to:	
Organisation policies	<i>Quality and continuous improvement policy, Staff grievances & issue-resolution policy (Under development), Enabling capability and development policy, Privacy and confidentiality policy, Whistle-blower protection policy, Equity and inclusion for children and young people policy (Under development)</i>
Organisational procedures	Complaints, Grievance and Issue Resolution procedure (Under development), Investigation procedure (Under development)
Standards	NDIS Practice Standards and Quality Indicators

Legislation	Privacy Act 1988, National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, Health Practitioner National Law Act 2010
Contractual obligations	Employment Agreement

Li-Ve's approach to Feedback

Purpose

Li-Ve Tas is committed to engaging with our workforce and in providing high quality services for our participants. We foster an environment that encourages both positive (compliments) and constructive (complaints) feedback. All concerns that are raised will be addressed in ways that ensure access and equity, confidentiality, fairness and accountability, in the interest of natural justice.

All feedback provides valuable information about our stakeholder satisfaction and provides an opportunity to improve upon all aspects of our services.

Li-Ve Tas commitment

Li-Ve Tas is committed to ensuring any stakeholder that uses or has some involvement in or observes Li-Ve Tas services has the right to provide feedback, at any time. Feedback made by all parties is welcomed, acknowledged, respected and well-managed. All feedback is considered in organisation reviews and in planning service improvements.

Internal staff grievances shall be responded to in the manner outlined in the Complaints, Grievance and Issue Resolution Procedure (*Under development*)

All workers and participants and/or their families or advocates shall be given information about this policy as a part of their onboarding process.

Compliments

- ▶ Ensure that all stakeholders who compliment our services are encouraged and supported to provide that feedback in a formal way (verbally or in writing)
- ▶ All compliments shall be recorded on the compliments register
- ▶ Compliments will be communicated with relevant parties
- ▶ Any identified opportunities for improvement arising from a compliment will be recorded and inform process and practice improvements

Complaints

- ▶ Ensure that all stakeholders are encouraged and supported to raise any concerns they have about the service or organisation
- ▶ Where possible, complaints will first try to be resolved informally with an attempt to resolve with the person directly. Where this is not possible, complaints will be formalised and logged on the complaints register
- ▶ Serious allegations made in a complaint that meet the definition of a reportable incident under the relevant standards, will be reported (*see definitions*)
- ▶ A complaint that raises an immediate safety breach will need to be investigated whether or not the complainant wishes to proceed
- ▶ All complaints received will be considered without bias or prejudice
- ▶ Complaints will be treated with respect, recognising that the issue of complaint is important to the complainant
- ▶ Confidentiality of all parties involved will be maintained, keeping any information private to those directly involved in the complaint and its resolution. Information will only be disclosed if required by law, or if otherwise necessary
- ▶ Support and advocacy will be assured for participants who make a complaint and require support
- ▶ Address complaints in a timely manner, and aim to provide an outcome to the complainant in line with the Investigation procedure (*under development*)
- ▶ Keep all parties to the complaint appropriately involved and informed
- ▶ Ensure that all complainants are aware of and understand how to escalate their complaint to the NDIS Commission
- ▶ Ensure that a complainant is not penalised in any way or prevented from use of services during the progress of a complaint investigation
- ▶ Review and evaluate the accessibility and effectiveness of the complaints management system and continually improve its processes
- ▶ All stakeholders will be made aware of and understand how to escalate their complaint to the NDIS Commission

Definitions

Feedback:	Compliment, complaint, grievance, issue
Complaint:	Is a grievance or issue raised to or about an organisation regarding its staff, services or products that warrants a response or resolution
Complainant:	Is a worker, participant, advocate, entity or member of the public who expresses their dissatisfaction about an organisation to either the organisation itself or an external body
Escalation:	Is the process of reporting complaints to the NDIS Commission if the complainant is not satisfied with the outcome from Li-Ve Tas
Reportable Incident:	Are serious incidents that meet the definitions as reportable to a regulatory authority (eg; Workplace Standards, NDIS Commission).