

# Feedback Policy

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## Purpose

ONCALL actively seeks the input of participants, customers and staff and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities.

ONCALL will:

- foster a service culture that encourages open and honest communication
- inform clients about the standard of service they can expect
- protect the rights of participants and clients [and stakeholders] to provide feedback and to make complaints about service delivery
- encourage and make it easy for people to provide feedback
- provide anonymity to people providing feedback
- record and analyse information arising from feedback and use it to improve services

## Definitions

The Company	ONCALL Personnel and Management Services Pty Ltd
Complaint	An expression of dissatisfaction with a support or service, including how a previous complaint was handled, for which a resolution is explicitly or implicitly expected.

## Application

This policy applies to all ONCALL staff.

## Summary

This policy addresses:

- Complainants' rights
- Complaints and compliments handling
- Documentation and review
- Fairness, justice and no-disadvantage
- Timelines
- Information and communication
- Responsibility to Disability Services Commissioner (Disability)
- Responsibility to Victoria Ombudsman (Child, Youth and Family)

## Policy

ONCALL acknowledge and promote everyone's right to express their opinion about our services – whether that feedback is provided to ONCALL directly, or via external avenues such as the NDIS Quality and Safeguards Commission, Disability Services Commissioner, the Victoria Ombudsman or other organisation.

We will provide our clients and the community with the opportunity to influence the way ONCALL works by meaningfully engaging with them, listening and responding to their feedback, and protecting their confidentiality and privacy.

Compliments and complaints, along with other forms of feedback, provide an opportunity to improve the delivery of our services. Feedback will be managed effectively and promptly and recorded in our Feedback Management System (FMS) for acknowledgement, action, coordination, analysis and reporting.

Compliments and complaints provide valuable feedback on the level of client satisfaction with services and compliments improve staff morale. They must be acknowledged and resolved (where applicable) in a responsive, efficient, effective and fair manner.

It is vital that we learn from the feedback we glean from managing compliments and complaints. We will regularly review, report and evaluate systems, processes and client engagement mechanisms.

### Encouraging Participant Feedback

During the intake process, participants will be informed of what they can expect from the ONCALL's service and how they may provide feedback. Information will be provided to participants as part of the Welcome Pack.

All staff working with participants are responsible for ensuring they are familiar with the procedures for people to provide feedback, and for:

- Accepting and reporting informal feedback
- Offering participants an opportunity to provide formal feedback when appropriate

### Community Engagement

ONCALL will actively engage with neighbours, other citizens, community organisations and program stakeholders when opening a new residential facility. ONCALL will door knock



neighbouring properties to provide a point of contact for any feedback or concerns. A letter of introduction, containing contact details and alternate feedback channels will be provided.

ONCALL will check in with neighbours periodically to promote and encourage feedback.

Advocacy

In accordance with ONCALL’s ‘Service Access and Exit Policy’ and ‘Client Advocacy Policy’; all new clients will be provided a welcome pack containing details of Advocacy Services appropriate to their situation (i.e. Disability or Child, Youth & Family). All documents provided will be in an age and/or developmentally appropriate format.

ONCALL will regularly promote the client’s right to access Advocacy Services and provide access to their Advocate of choice whenever requested.

**Related Documents**

Policy/Manual

- Continuous Improvement Policy
- Staff Appraisal and Feedback Policy

Procedure

- Appendix A Complaint Management Process
- Continuous Improvement Register Maintenance Process
- FMS Instructions
- FMS Work Flow

Forms

- Agency staff appraisal and evaluation form
- Feedback form
- Form - Easy read complaints
- Form - Feedback

Other

- Continuous Improvement Register
- Feedback Management System Register

**Standards Addressed**

<b>NDIS Practice Standards</b>			
Rights and Responsibilities		Person Centred Supports Violence, Abuse, Neglect, Exploitation and Discrimination	
Governance and Operational Management		Governance and Operational Management Risk Management Quality Management Feedback and Complaints Management Incident Management Human Resource Management	
Provision of Supports		Support Planning Service Agreements with Participants	
Support Provision Environment		Safe Environment	
<b>DHHS Standards</b>			
1	<b>Empowerment</b>	1.1	People understand their rights and responsibilities

	People's rights are promoted and upheld.	1.2	People exercise their rights and responsibilities
3	<b>Wellbeing</b> People's right to wellbeing and safety is promoted and upheld.	3.1	Services adopt a strengths-based and early intervention approach to service delivery that enhances people's wellbeing
		3.5	Services are provided in a safe environment for all people, free from abuse, neglect, violence and/or preventable injury
<b>NSDS Standards</b>			
1	<b>Rights</b> The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.	1.1	The service, its staff and its volunteers treat individuals with dignity and respect.
		1.2	The service, its staff and its volunteers recognise and promote individual freedom of expression.
		1.6	The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured.
4	<b>Feedback and Complaints</b> Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.	4.1	Individuals, families, friends, carers and advocates are actively supported to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences.
		4.2	Feedback mechanisms including complaints resolution, and how to access independent support, advice & representation are clearly communicated to individuals, families, friends, carers and advocates.
		4.3	Complaints are resolved together with the individual, family, friends, carer or advocate in a proactive and timely manner.
		4.4	The service seeks and, in conjunction with individuals, families, friends, carers and advocates, reviews feedback on service provision and supports on a regular basis as part of continuous improvement.
		4.5	The service develops a culture of continuous improvement using compliments, feedback and complaints to plan, deliver and review services for individuals and the community.
		4.6	The service effectively manages disputes.
5	<b>Service Access</b> The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.	5.1	The service systematically seeks and uses input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent.
		5.5	The service monitors and addresses potential barriers to access
6	<b>Service Management</b> The service has effective and accountable service management and leadership to maximise outcomes for individuals	6.4	The service has monitoring feedback, learning and reflection processes which support continuous improvement.
		6.7	The service uses person-centred approaches including the active involvement of people with disability, families, friends, carers and advocates to review policies, practices, procedures and service provision.



## Document Control

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