

1. Purpose

Lighthouse Disability recognises that all feedback and complaints provide a valuable source of information about all aspects of our operations, along with an opportunity to improve the quality of our services. This policy outlines Lighthouse Disability's approach to receiving, managing and responding to feedback and complaints.

2. Scope

This policy applies to all feedback and complaints from clients, families, carers, advocates, statutory bodies, government agencies, stakeholders, employees, volunteers or members of the public. This policy applies to feedback and complaints relating to Lighthouse Disability services and its Directors, managers, employees, volunteers, students and contractors.

This policy does not apply to any work-related grievance, which is the subject of Lighthouse Disability's Code of Conduct and the NDIS Code of Conduct for Workers.

3. Responsibilities

The below structure illustrates that receiving, managing and responding to feedback is not the sole responsibility of one individual but rather occurs, and is supported, at all organisational levels.

3.1 Community Support Workers

- Comply with organisational policies and procedures relating to feedback
- Notify their manager about any verbal or written feedback received by them

3.2 Manager, Service Delivery

- Ensure employees in their team are trained in, and comply with, this policy
- Foster a positive culture where feedback and complaints are welcomed and encouraged

3.3 Senior Leadership Team

- Develop, implement, monitor and continuously improve an effective feedback and complaints process
- Support or resolve complaints relating to their area of responsibility



3.4 Quality Team

- Register feedback received in the Feedback and Complaints Register

3.5 Chief Executive Officer (CEO)

- Promote a positive and person-centred approach to feedback and complaints management
- Oversee the development, implementation, maintenance and continuous improvement of an effective feedback and complaints process
- Report analysis of feedback and complaints to the Board, via the Quality & Risk Committee

3.6 Board (via the Quality & Risk Committee)

- Articulate the organisation's values and desired culture that is aligned to its purpose and strategy
- Provide oversight of operational processes and systems relating to feedback and complaints
- Review reports and trend analysis on feedback and complaints

4. Policy Principles

As part of Lighthouse Disability's approach to receiving, managing and responding to feedback and complaints, the Company will:

- a) promote and uphold people's fundamental right to speak up about the services and supports they receive, including that their services and supports won't be negatively affected by making a complaint;
- b) provide a supportive environment for people to be able to make a complaint;
- c) treat people with respect and dignity throughout the process, including respecting their privacy and maintaining the confidentiality of their information;
- d) engage with people fairly and receive, manage and respond to all feedback and complaints in a consistent, fair, transparent and timely manner;
- e) make information about how to give feedback or make a complaint, along with information about access to external advocacy, accessible and available to people who receive services and support and make it easy to do so;
- f) focus on positive person-centred solutions;
- g) learn from and use feedback and complaints received to:
 - i. implement change and action any complaint where services can be improved; and
 - ii. inform planning, policy, development and resource allocation, while recognising the opportunity to improve our services.



5. Process

- 5.1 Anyone can share their views about Lighthouse Disability and its services, either in writing or verbally. Feedback can also be given anonymously.
- 5.1.1 Feedback can be given in any of the following ways:
- In person or via feedback form at a service location
 - Emailing: feedback@lighthousedisability.org.au
 - Calling: 08 8256 9800
 - Writing: Lighthouse Disability, PO Box 722, SALISBURY SA 5108
 - Visiting: Lighthouse Disability, 101 Park Terrace, SALISBURY SA 5108
 - Online: www.lighthousedisability.org.au/contact-us/share-your-feedback
- 5.2 As a Registered NDIS Provider, complaints about Lighthouse Disability can also be made to the NDIS Quality and Safeguards Commission or other external agency. Contact details for these are provided at **Appendix 1**.
- 5.3 Lighthouse Disability is committed to ensuring all feedback and complaints are acknowledged within three (3) business days, and all complaints are addressed within 21 business days.
- 5.4 There may be instances where external dispute resolution parties are involved, meaning these outcomes are outside of Lighthouse Disability's control.
- 5.5 Lighthouse Disability will receive, manage and respond to feedback and complaints in accordance with the Process Flowchart provided at **Appendix 2**.
- 5.6 To aid accessibility of this policy, an easy read version is provided online via the Lighthouse Disability website.

6. Related Documents

6.1 Policies, Procedures and Supporting Documents

- Whistleblower Policy
- Lighthouse Disability Code of Conduct
- NDIS Quality & Safeguards Commission: *Effective Complaint Handling Guidelines for NDIS Providers*

6.2 Standards and Conventions

- NDIS Practice Standards

6.3 Legislation

- National Disability Insurance Scheme Act 2013 (Clth)



7. Definitions

| Key Word / Abbreviation | Definition |
|--------------------------------|--|
| Acknowledgement | Acceptance of the person's right to make a complaint; validating their feelings. |
| Actions | What will be done, by whom and by when; how progress will be communicated to the person with a focus upon the future. |
| Advice | Guidance or recommendations offered for consideration for an alternative approach or improvement to a particular issue. |
| Complainant | A person who makes or raises a complaint. A complainant may be a client, family member, friend, or another member of the public. |
| Complaint | Expression of dissatisfaction about services provided or managed by Lighthouse Disability for which a response is expected or warranted. |
| Compliment | Expression of praise, encouragement or gratitude about services provided or managed by Lighthouse Disability. |
| Feedback | Can either be positive (compliment), negative (complaint) or a suggestion. |
| Suggestion | Expression of an idea for consideration for an alternative approach or improvement to a particular issue. |

8. Document Control

| | | | |
|--------------------------|-----------------|------------------------|------------------------------|
| Version Number: | 2 | Effective Date: | 28 th August 2023 |
| Process Owner: | Quality | Approver: | CEO |
| Review Frequency: | Every two years | Review Date: | 28 th August 2025 |



Appendix 1 – External Agencies

The following external agencies may be able to assist clients and their families or advocates who wish to submit feedback:

| NDIS Quality & Safeguards Commission | |
|--------------------------------------|--|
| Phone: | 1800 035 544 |
| Website: | www.ndiscommission.gov.au/contact-us/makeacomplaint |
| Email: | contactcentre@ndiscommission.gov.au |
| Address: | Level 5, 95 Grenfell Street ADELAIDE SA 5000 |

| Disability Advocacy & Complaints Service of South Australia (DACSSA) | |
|--|--|
| Phone: | 08 7122 6030 |
| Website: | www.dacssa.org.au |
| Email: | admin@dacssa.org.au |
| Address: | 33 Franklin Street ADELAIDE SA 5000 |

| Equal Opportunity Commission SA | |
|---------------------------------|--|
| Phone: | 08 8207 1977 |
| Website: | www.equalopportunity.sa.gov.au |
| Email: | equal@sa.gov.au |
| Address: | Level 15, 10 Franklin Street ADELAIDE SA 5000 |

| Office of the Public Advocate | |
|-------------------------------|--|
| Phone: | 1800 066 969 |
| Website: | www.opa.sa.gov.au |
| Email: | opa@agd.sa.gov.au |
| Address: | 211 Victoria Square ADELAIDE SA 5000 |

| Uniting Communities Disability Advocacy Service | |
|---|--|
| Phone: | 08 8202 5960 |
| Website: | www.unitingcommunities.org/service/legal-services/disability-advocacy-service |
| Email: | das@unitingcommunities.org |
| Address: | 43 Franklin Street ADELAIDE SA 5000 |



Appendix 2 – Process Flowchart

