



HEARTFELT PERSONALISED SUPPORT

Complaints and other feedback made by our clients, participants, staff, or the general public are welcomed, acknowledged, respected, and well-managed.

Policy Overview

In line with our focus on participant rights and person-centred services, **HEARTFELT PERSONALISED SUPPORT (HPS)** informs and encourages participants to provide feedback or make a complaint. All feedback, both positive and negative, is used to evaluate our services and implement changes to ensure everyone remains safe and satisfied.

We are committed to a feedback and complaints management process that ensures all participants have knowledge of and access to our resolution system. HPS ensures that:

- A complaints management and resolution system is maintained following principles of procedural fairness and natural justice, complying with the NDIS (Complaints Management and Resolution) Rules 2018.
- Each participant is informed on how to give feedback, including access to external avenues and the right to use advocates.
- We demonstrate continuous improvement by regularly reviewing policies, seeking client feedback on accessibility, and incorporating findings into service delivery.
- All workers are trained in and must comply with procedures related to complaint handling. • We maintain regular contact with complainants and their representatives throughout the resolution process.

Staff are informed of this policy during induction and then annually to ensure effective responses to all concerns.

Guiding Principles

Our approach to complaints management is built upon the following core values:

- **Rights:** Participants have a fundamental right to speak up about the supports they receive.
- **Respect:** Everyone is treated with dignity, privacy, and confidentiality throughout the process.
- **Fairness & Natural Justice:** Concerns are dealt with in an unbiased manner. Involved parties are given a fair opportunity to respond to issues raised.
- **Accessibility:** Information is provided in ways that enable people to easily understand how to make a complaint.
- **Person-centred:** Management of complaints is responsive to a person's individual disability preferences, needs, and values.
- **Responsiveness:** Complaints are handled in a timely way with clear progress updates. Accountability: Everyone involved understands their roles and is accountable for decisions taken.
- **Outcome-focused:** We seek to identify contributing factors to prevent reoccurrence and improve service quality.
- **Proportionate:** Actions taken are proportional to the issues raised and the risk of harm.

Procedures

HPS adheres to the NDIS (Procedural Fairness) Guidelines 2018. Our Complaints Officer ensures that the process is balanced and that no participant is disadvantaged by making a complaint.

Core Requirements:

- **Notice:** Complainants are given notice of prejudicial matters that may be considered against them.
- **Opportunity to be Heard:** Complainants have a reasonable opportunity to put forward information and submissions before adverse actions are taken.
- **Evidence-Based:** Decisions are soundly based on facts and issues raised during investigations.
- **Impartiality:** The decision-maker remains unbiased throughout the process. The handling process varies based on the nature of the matter, the timeframe for resolution, and the gravity of the findings. If a representative makes a complaint on behalf of a participant, HPS considers providing separate procedural fairness to the participant themselves.

Note: Procedural fairness addresses the process followed to reach a decision, ensuring it is fair and transparent, rather than just the substantive merits of the final decision.