



Complaints Management Procedure & Policy

Purpose

Skilled Health has developed, implemented and maintains a system to manage and resolve complaints about the supports and services we provide in order to respond to complaints in a timely, systematic and open manner and ensure we achieve the highest levels of service provision. This complaints management and resolution system enables anyone to easily make a complaint, ensuring all complaints are dealt with fairly and quickly. Information about how to make a complaint to Skilled Health and to the Commissioner is included in all our Service Agreements, and we ensure records about complaints received are retained. The following policy and procedure is intended to reflect Skilled Health's commitment to providing top quality professional services, ensuring a high level of satisfaction by our workers, customers and clients who are encouraged to speak up and provide feedback, particularly if our supports or services have not met the expectations or applicable standards.

Skilled Health Complaints Management and Resolution System

The Skilled Health complaints management and resolution system is such that any person (workers, clients, their advocates, and other representatives) is able to make a complaint (including an anonymous complaint) about the supports or services provided. We have designed the process to ensure it is easy and accessible for making and resolving complaints and giving feedback; and make sure appropriate support and assistance is provided to any person who wishes to make, or has made, a complaint.

Our process focusses on acknowledging complaints, assessing, and resolving them in a fair, efficient, and timely manner. The Management team and Managing Director take appropriate action to address issues raised in complaints, ensure reasonable steps are taken to ensure that any person who makes a complaint, and each person with disability affected by an issue raised in such a complaint, is advised of how that complaint or issue may be raised with the Commissioner and provided with appropriate support and assistance in contacting the Commissioner.

Skilled Health welcomes feedback and opportunities for improvement; we are always striving to deliver the best quality supports and services and as such we affirm that any person who makes a complaint, or a person with disability affected by an issue raised in a complaint, is not adversely affected as a result of the making of the complaint and subsequent investigation.

Our privacy and confidentiality policy and procedures safeguard information provided in a complaint, keeping it confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances.

As part of our complaints management and resolution system we endeavour to actively involve persons making a complaint (or a person with disability affected by an issue raised in a complaint) in its resolution, as appropriate, and ensure they are kept informed of the progress of the complaint, including any action taken, the reasons for any decisions made and options for review of decisions in relation to the complaint.

Information on how to make a complaint to Skilled Health and to the NDIS Quality and Safeguards Commission is included in all our Service Agreements. Any person who wishes to do so can make a complaint by talking directly to the person providing the services; otherwise further feedback or complaints can be made to the management team of Skilled Health Pty on (02) 9734 9000 or managers@skilledhealth.com.au Complaints or feedback can also be made via the [Contact Us](#) or [Feedback](#) sections of our Skilled Health website. Alternatively, a complaint can be made to the NDIS Commissioner by contacting the NDIS Quality and Safeguards Commission by calling 1800 035 544, or visiting www.ndiscommission.gov.au for further information.

As with all our policies and procedures, Skilled Health's complaints management and resolution system is periodically reviewed at least every year (or if/when a change occurs) to ensure its effectiveness and continued procedural fairness - a key element of the system to ensure fairness in the procedure by which a decision is made.

Skilled Health's complaints management and resolution system is made available to all our clients and interested parties via the Skilled Health website or in a hardcopy printed format. Should further clarification or assistance in understanding how our complaints management and resolution system operates be required, anyone is welcome to contact us directly to discuss either in person, on (02) 9734 9000 or via our website.

Any complaints received by Skilled Health are recorded and retained for a minimum for 7 years (from the day the record is made), within the QA Folder on the Skilled Health Case Manager database. This includes capturing (where appropriate) information about any quality assurance checks; complaints; investigations; any action taken to resolve complaints; and the outcome of any action/s taken. As part of our quality assurance processes, statistical data and other information relating to complaints is used to review, investigate and resolve issues raised in complaints; utilised for Skilled Health's continuous improvement and development by identifying and addressing systemic issues raised through the complaints management and resolution process; and to report information relating to complaints to the Commissioner, if requested to do so by the Commissioner.

Overall responsibility for Skilled Health's complaints management and resolution system sits with the Director of Skilled Health. However, all Skilled Health workers or persons otherwise engaged by Skilled Health equally have a responsibility and must comply with this policy and procedure and Skilled Health's complaints management and resolution system, including the receipt, management and resolution of any

complaints made to Skilled Health. Workers, visitors and clients (their advocates and other representatives) are encouraged to speak up and provide feedback, particularly if our supports or services have not met expectations or applicable standards, ensuring the appropriate Manager or Director are informed of any complaint.

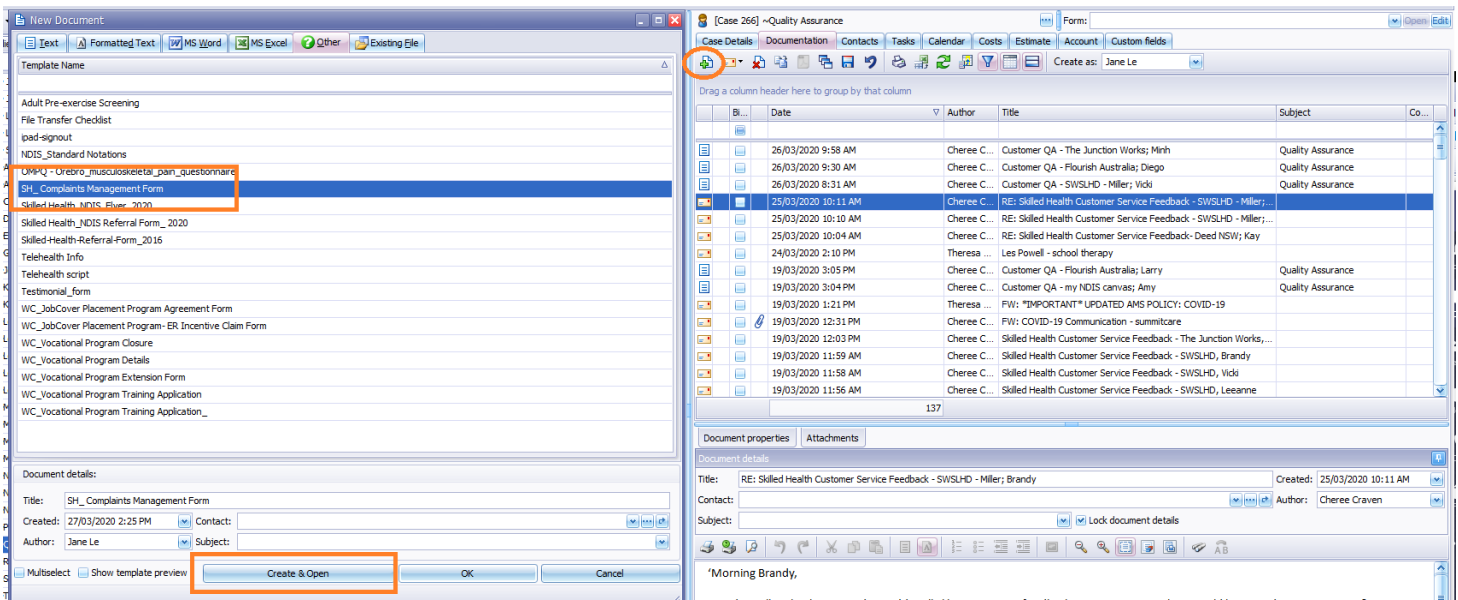
Each Skilled Health worker or persons otherwise engaged by Skilled Health are trained in the use of, and compliance with this and other compulsory Skilled Health policies, procedures, and systems during their induction. As part of our open-door culture, any person who requires further support or clarification regarding any of the Skilled Health policies, procedures and systems is welcome to discuss with a member of the Management Team.

In accordance with requirements under relevant Commonwealth, State or Territory laws, Skilled Health will refer or notify to any other bodies (including the NDIS Commissioner) any complaints, as necessary.

Procedures

Initial Complaint Received

- Feedback and complaints may be received through formal and/or unsolicited avenues, for example via the Skilled Health website. The complaints process is detailed in all Service Agreements and Skilled Health regularly seek feedback from our customers and clients.
- As soon as reasonably possible, the complaint is to be directed to the appropriate Manager or, in their absence, the Director. The individual receiving the complaint must record comprehensive details, ensure any incidents are reported with relevant statutory authorities (for example iCare, SafeWork NSW, NDIS Quality and Safeguards Commission) informed of all notifiable/reportable incidents, and complete the *Complaints Management Form* located in the Skilled Health Case Manager QA Folder using the following steps:
 1. Manager to locate “Quality Assurance” file on Case Manager
 2. Create a new document and selecting ‘Other’ tab.
 3. Select the Complaints category as the Subject.
 4. The *Complaints Management Form* will upload, as an editable PDF form.



Complaint investigated by Manager:

- The Manager must investigate and compile all relevant information from staff and the complainant or affected person/s (for example advocates and other representatives, involving as appropriate), review the file and document on the *Complaints Management Form*.
- The Director or Manager will remain in close communication and a response will be discussed and agreed.

Complaint addressed by Manager:

- The Manager will respond to the complainant or affected person/s, within one week of receipt of the original complaint or as per the agreed feedback timeframe advising of action taken, reasons for the decision made and options for a review of the decision if the complainant is not satisfied with the action taken.
- The Manager will action accordingly and report the outcome of the complaint to the Director.

Appeals

If an appeal is requested by the complainant, this will be acknowledged and a second assessor (who did not manage the first review) will:

- Make contact and review the existing gathered information with the Director.
- Respond to the complainant within one week of receipt of the appealed complaint.
- Action accordingly and report the outcome of the complaint to the Director.
- Ensure all records including complaint details and outcomes are kept and maintained for a period of seven years.

Using complaints to improve service provision

Complaints can be an opportunity for continuous improvement. The Director and Manager will determine if the cause or outcome of the complaint should result in a change to:

- Internal policy and procedures e.g. QA, workflows.
- Support and education provided to staff.
- File reviews/claims review.
- A review of a staff member's performance.
- Relationship building with the customer.

Laws, Regulations, Codes of Practice, Contractual Requirements, Service Agreements

The NSW Ombudsman is an independent and impartial watchdog. If a complainant is not satisfied with the outcome of a review following the appeals process, they can contact the NSW Ombudsman for an independent review.

<https://www.ombo.nsw.gov.au/complaints>

Notifications about the performance, conduct or health status of a practitioner may be submitted to the AHPRA:

<http://www.ahpra.gov.au/Notifications/What-is-a-notification.aspx>

Complaints may be directed to the Health Care Complaints Commission (HCCC):

<http://www.hccc.nsw.gov.au/Complaints/How-to-make-a-complaint/Default>



Theresa Tran (Director)

Date: 11/06/2020



Jane Le (Employee)

Date: 11/06/2020