

Purpose

The purpose of the policy is to ensure that Amicus Group Inc. (Amicus) responds consistently to feedback and complaints from Participants, their families and the community. Amicus encourages and accepts feedback in all forms.

Amicus ensures that support delivery is linked to risk management where risks, including complaints, are identified and managed.

Authorisation

The Chief Executive Officer is responsible for endorsing this policy.

Policy

Amicus' policy on feedback recognises:

- That Participants, their families and other informal supports, our staff, Committee of Management, community partners and community members have a right to provide feedback about the way that we provide our services.
- Participants have a right to be heard and to have their concerns taken seriously with a view to a fair action to all feedback.
- The value of feedback as an important tool in responding to and evaluating services for our Participants.
- *Feedback can be an important sign that people are exercising their fundamental right to express their views about what is, or is not working.*
- *Feedback (and complaints) should be dealt with directly and quickly at the point of service, unless the feedback requires further investigation.* Amicus will work towards resolving your feedback immediately at the point of service were possible.
- Our intent is to promote and protect the rights of children, young people and adults, including the right to comment and complain.
- All workers at Amicus are committed to ensuring the participant is treated with respect, fairness, equity, and regardless of age.
- Amicus acknowledges the role of informal and other formal supports, and we recognise these people and their input in the feedback management and resolution process (*depending on their role in the life of a person with disability*).
- All feedback will be actioned in consultation with the Participant, and processed in an appropriate way that meets the Participants needs.
- Amicus believes a positive feedback culture that values and learns from complaints and feedback, will support continuous learning, development and improvement.
- The importance of a designated feedback manager's role, and authorises our Incidents, Complaints and Investigations Officer to undertake this role and associated duties.
- Our role in ensuring that appropriate support and assistance is provided to any person who wishes to submit feedback or a complaint.
- *Our commitment to the training and development of all staff, to be able to utilize and respond to complaints and feedback in a consistent and person directed manner.*
- *The need for our staff to know how to provide feedback if they become aware of issues, or have concerns with Amicus, or the services and supports we provide.*

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Responsible Person	Incidents, Complaints and Investigations Officer	Approved	Feb 2021	
Endorsed by	Chief Executive Officer	Schedule review date	March 2024	

- Amicus supports your right to provide feedback anonymously. Anyone providing feedback is entitled to remain anonymous or use a pseudonym if they so choose.

Amicus will;

- Promptly confirm we have the feedback (on receipt).
- Talk with the person providing the feedback about what happened (within 2 business days of receiving the feedback).
- Communicate with the person providing the feedback regarding;
 - Ask you about what you want to happen
 - Keep you updated with actions that follow
 - Explain why any decisions are made
 - Check if you are happy with the outcome
 - Help you to be supported by an advocate
- Respond to the feedback in the most appropriate way. Amicus takes into consideration (and will apply discretion) to the response format. Due to the nature of the feedback, not all complaints, comments and compliments may require a formal written response.
- Explore the options for a review if the complainant is not satisfied, including referring the complaint to an external agency.
- Commit to meeting all reporting obligations in relation to complaints and feedback received, including when it relate to an incident or allegation (as a registered service provider we are responsible for reporting certain incidents to the relevant authority as required).
- Ensure a periodic review to ensure the feedback process is effective, and reviewed annually, including identifying and resolving *systematic issues raised through our feedback management and resolution process*.

Amicus welcomes all types of feedback about your experiences using our services. This may include compliments, complaints and suggestions.

Complaints	Comments	Compliments
<i>An expression of dissatisfaction with a support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected. A person does not necessarily have to expressly state that they wish to make a complaint to have an issue or concern dealt with as a complaint.</i>	A comment may be an observation, or a suggestion and is generally in a neutral tone, not seeking follow up actions. Amicus classifies some feedback provided anonymously as a comment, as the information provided can sometimes put limitations on our ability to respond.	Is an expression of praise, congratulation, encouragement or recognition of your happiness with Amicus' services.

Amicus commits to acknowledging your feedback on receipt, and recognises that each type of feedback will require a tailored response. Amicus supports the right to provide this feedback anonymously, however this may impact the way in which we can respond.

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Who can provide feedback

Anyone can contact us. They may be a;

- person with disability and in receipt of services from Amicus
- person with disability but do not receive services from Amicus
- family member of a person with disability who receives services from Amicus
- friend of a person with disability who receives services from Amicus
- Amicus staff member
- working for a government body, an advocate or work for an advocacy organisation
- Plan implementer (Support Coordinator or Local Area Coordinator (LAC))
- Other providers

Supporting people with a disability is at the centre of our feedback management process



Amicus is committed to supporting our community and stakeholders to speak up and provide feedback. Amicus will use this opportunity to *identify and acknowledge when our supports or services have not met the expectations or applicable standards.*

We acknowledge that it will not always be the person with disability providing the feedback, and we ensure that the person with disability is appropriately involved in the resolution of the feedback, are kept informed of the progress of the feedback, including *any actions taken, the reasons decisions have been made, and the options to have these decisions reviewed.*

Amicus values our role in ensuring that appropriate support and assistance is provided to any person who wishes to submit feedback or a complaint.

← The Advocacy brochure links our Participant, their supports and our communities to points of contact outside of Amicus for assistance.

Definitions

Incidents	<i>Means acts, omissions, events or circumstances that occur in connection with providing supports or services to a person with disability; and that have, or could have, cause harm to a person with disability</i>
Participants	<i>A person with disability who receives supports or services from Amicus.</i>
Worker	<i>Includes employees, contractors and people otherwise engaged for example, on a volunteer basis by an NDIS provider and people contracted by this provider.</i>
Children and Young People	<i>Persons aged between six year and eighteen years of age who are receiving supports from Amicus.</i>

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Procedures




PCE 3.3 How to provide feedback – Flow chart – v.1

PCE 3.4 How to manage feedback – Flow chart – v.1







The below feedback flow chart is designed to support Participants, their supports and our communities to identify, disclose and resolve feedback. These flow charts inform all stakeholders on the steps towards acknowledging and acting on feedback. The flow charts are available on GEMBA Docs.



Amicus encourages people to provide feedback and raise complaints, as it assists us to make sure that we are providing high quality supports to every participant.

Step 1		Talk to the person involved and try to resolve the problem
Step 2		Talk to the Business Unit Manager
Step 3		Submit your feedback to Amicus via one of the methods below

How to get in contact




	Submit your feedback via our feedback form online	www.amicus.org.au
	Call us	(03) 5441 2666
	Email us	feedback@amicus.org.au
	Visit us	18 Myers St Bendigo
	Write to us	Amicus Feedback 18 Myers St Bendigo VIC 3550
	Write to our Committee of Management	Attn: Committee of Management CONFIDENTIAL 18 Myers St Bendigo VIC 3550

What happens next

Immediately		We will let you know we have your feedback
Within 2 business days		We will talk with you about your feedback
		In a way that suits your needs
		We will try to resolve your complaint, we will acknowledge your comment or we will pass on your complaint





If we need to do more....

Within 28 days		We will develop an action plan to help us work towards getting you a resolution or some answers
		We will communicate any outcomes with you
		In a way that suits your needs

Amicus will keep you informed of any progress, and may be in touch to seek out more information. Sometimes there are situations where our timelines might be extended, we will communicate with you when this happens. Sometimes your feedback needs to be shared to meet our reporting obligations with relevant authorities.

If you need to speak to someone else....

	Do you need someone to help you?	If you would like any assistance to link with a trained advocate please contact feedback@amicus.org.au or call us on 5441 2666 We have some more information for you on our Advocacy Information brochure (online, or ask for a copy)
	Do you want to speak to someone else about your feedback?	If you prefer, you can lodge a complaint or give feedback about us to an external agency. You can also do this if you are unhappy with the outcome of a complaint that was lodged with us directly.

NDIS Quality and Safeguards Commission
1800 035 544
<https://www.ndis.com.au>

National Disability Insurance Agency
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<https://www.ndia.gov.au/>

Aged Care Quality and Safety Commission
1800 951 822
<https://www.agedcarequality.gov.au/>

Australian Human Rights Commission
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www.humanrights.gov.au

Commission for Children and Young People
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<https://ccyp.vic.gov.au/contact-us/>

DHHS Funded Participants
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Victorian Ombudsman
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www.ombudsman.vic.gov.au

Victorian Disability Worker Commission
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Disability Services Commission
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Complaints, Comments and Compliments

Feedback is received	Received via		Who and When?	Actions
	Icon	Description		
Feedback is received		Feedback form online	The person that receives the feedback responds immediately on receipt.	<p><i>Thank you for your feedback. Amicus encourages and accepts feedback in all forms. We value feedback as an important tool in responding to and evaluating services for our Participants. We aim to deal with complaints as quickly as possible.</i></p>
		Phone		
		Email		
		In person	Response?	
		Mail		
		Mail to Committee of Management		

Complaints

When feedback is received by the relevant business unit...

Can this be addressed at the point of service?	Where feedback has been received by the point of service, the person receiving the feedback needs to identify if they can immediately resolve the issue if there is one. If possible, all	Response?	Actions
→ Yes	→ Yes	→ Yes	<p>If yes, please action as required.</p> <p>When resolved, send the details to feedback@amicus.org.au either using the PCE 3.1 Feedback form – v.1 or alternatively submit your feedback via the online form at https://amicus.org.au/contact-amicus/complaint-form/</p> <p>Incidents, Complaints and Investigations Team will;</p> <ul style="list-style-type: none"> - Assign the feedback a register number, and enter the details into our feedback register - I.C.I.O closes the complaint number, actions the post feedback analysis, and finalises documents for storage
→ No	→ No	→ No	<p>If no, please action as below.</p> <p>Identify why this feedback cannot be resolved at the point of service, send the details to feedback@amicus.org.au either using the PCE 3.1 Feedback form – v.1 or alternatively submit your feedback via the online form at https://amicus.org.au/contact-amicus/complaint-form/</p>

Does this feedback relate to an incident?	Response?	Actions
→ Yes	→ Yes	<p>If the feedback relates to an incident with a staff member or Participant, there may be the need to open an investigation. The I.C.I.O will assess the required actions, and identify if an investigation is require at the extended initial consultation</p>

When feedback is received by the CEO or Committee of Management (COM)...

Initial consultation conversation held	Can this be addressed at the point of service?	Response?	Actions
→	→	→ No	<ol style="list-style-type: none"> 1. I.C.I.O will conduct an extended initial consultation conversation to include a rationale for the action plan and identify who is involved in the response 2. I.C.I.O develops the action plan (PCE 3.2 Feedback Action Plan – v.1) assigns actions against the AAAA criteria, sets the timeline 3. I.C.I.O shares the action plan with the responding parties, the Business Unit Manager (where appropriate) and Chief Executive Officer includes (where appropriate) 4. The action plan is finalised 5. I.C.I.O communicates (or drafts and assigns as identified in PCE 3.2 Feedback Action Plan) the outcome to the all relevant parties – in the format determined in either the action plan, or the PCE 3.5 Post Feedback Checklist 6. I.C.I.O closes the complaint number, does the post feedback analysis, and finalises documents for storage

When feedback is received about of Chief Executive Officer....

Where we receive feedback in relation to our CEO, Amicus acknowledges this cannot be addressed at the point of service, and will follow this flow chart.	Response?	Actions
→	→	<ol style="list-style-type: none"> 1. The initial consultation will be held between the Incidents, Complaints and Investigations Officer, and the Pathways, Capacity and Engagement Business Unit Manager, and include a representative from the Committee of Management where required. 2. The action plan document will be completed, and include the methods of communication required between the Incidents, Complaints and Investigations Officer and the Committee of Management. 3. The action plan document will be completed, and include the methods of communication required between the Incidents, Complaints and Investigations Officer and the Committee of Management. 4. On conclusion of the review or investigation, the outcome will be communicated directly with the Committee of Management 5. The Incidents, Complaints and Investigations Officer will provide a written outcome to the Committee of Management, including a drafted to response to the person providing the feedback 6. The final outcome response will be sent by the representative from the Committee of Management 7. Amicus' post feedback actions will be undertaken in line with PCE 3.0 Feedback Policy – v.1

Initial consultation conversation held	Can this be addressed at the point of service?	Response?	Actions
→	→	→ Yes	<p>feedback should be resolved by the responsible business unit.</p> <p>Including all background information and a rationale detailing why the feedback cannot be resolved at the point of service, and endorsement from the Business Unit Manager (where required)</p> <p>Incidents, Complaints and Investigations Team will;</p> <ul style="list-style-type: none"> - Follow the steps as listed for feedback submitted to Incidents, Complaints and Investigations Team

If received via the Incidents, Complaints and Investigations Team...

Initial consultation conversation held	Can this be addressed at the point of service?	Response?	Actions
→	→	→ Yes	<ol style="list-style-type: none"> 1. Incident, Complaints and Investigations Officer (I.C.I.O) assign the feedback a register number, and enter the details into our feedback register 2. I.C.I.O develops an action plan against the AAAA criteria (PCE 3.2 Feedback Action Plan – v.1), including all timelines and responsibility lines to the appropriate Business Unit Manager, along with the Post Feedback Checklist 3. Business Unit Manager addresses and actions the action plan 4. Business Unit Manager returns the Feedback Action Plan and Post Feedback Checklist to the Incidents, Complaints and Investigations Team via feedback@amicus.org.au 5. I.C.I.O closes the complaint number, does the post feedback analysis, and finalises documents for storage

If received via the Incidents, Complaints and Investigations Team...

Initial consultation conversation held	Can this be addressed at the point of service?	Response?	Actions
→	→	→ No	<ol style="list-style-type: none"> 1. Incident, Complaints and Investigations Officer (I.C.I.O) assign the feedback a register number, and enter the details into our feedback register 2. I.C.I.O will conduct an extended initial consultation conversation to include a rationale for the action plan and identify who is involved in the response 3. I.C.I.O develops the action plan (PCE 3.2 Feedback Action Plan – v.1) assigns actions against the AAAA criteria, sets the timeline 4. I.C.I.O shares the action plan with the responding parties, the Business Unit Manager and Chief Executive Officer includes (where appropriate) 5. The action plan is finalised 6. I.C.I.O communicates (or drafts and assigns depending on the action identified in PCE 3.2 Feedback Action Plan) the outcome to the all relevant parties – in the format determined in either the action plan, or the PCE 3.5 Post Feedback Checklist 7. I.C.I.O closes the complaint number, does the post feedback analysis, and finalises documents for storage

Post Complaint Follow Up...

Post complaint actions	Response?	Actions
→	→	<ol style="list-style-type: none"> 1. Finalise PCE 3.5 Post Feedback Checklist, including providing any feedback to internal stakeholders in relation to the themes, possible improvements identified 2. Collate the data for the Pathways, Capacity and Engagement monthly submission to the Committee of Management report 3. Collate and provide analysis for the monthly Quality meeting

Comments

The feedback is identified as a comment	Can this be addressed at the point of service?	Response?	Actions
→	→	→ Yes	<p>This may come in as anonymous feedback, or a statement where Amicus will not directly address a response to anyone</p> <ol style="list-style-type: none"> 1. I.C.I.O will identify the feedback as a comment when it is not requiring a response to the person who has submitted the feedback, or actions by the business unit 2. Incident, Complaints and Investigations Officer (I.C.I.O) assign the feedback a register number, and enter the details into our feedback register 3. I.C.I.O will share the comment with the relevant Business Unit Manager

Compliments

The feedback is identified as a compliment	Can this be addressed at the point of service?	Response?	Actions
→	→	→ Yes	<ol style="list-style-type: none"> 1. I.C.I.O will identify the feedback as a comment when it is not requiring a response to the person who has submitted the feedback, or actions by the business unit 2. Incident, Complaints and Investigations Officer (I.C.I.O) assign the feedback a register number, and enter the details into our feedback register 3. I.C.I.O will share the comment with the relevant Business Unit Manager
Post compliment actions	→	→	<ol style="list-style-type: none"> 4. Collate the data for the Pathways, Capacity and Engagement monthly submission to the Committee of Management report 5. Collate and provide analysis for the monthly Quality meeting

Related documents

- PCE 3.0 - Feedback Policy- v.1
- PCE 3.1 - Feedback Form - v.1
- PCE 3.2 - Feedback Action Plan Form - v.1
- PCE 3.3 - How to provide feedback Flow chart - v.1
- PCE 3.4 - How to manage feedback Flow chart - v.1
- PCE 3.5 - Post Feedback Checklist - v.1
- PCE 3.6 - Unhappy Form - Children and Young People Form - v.1

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Feedback Record Management

Feedback information includes the scanned feedback forms and information held electronically on GEMBA, as well as feedback received via our website and feedback@amicus.org.au account. Feedback information will be retained by Amicus in accordance with policy O2.15 – Control of Records and Documents Policy.

Reporting to the Office of the Disability Services Commissioner (DSC)

Amicus is required to complete and submit an annual (financial year based) complaints reporting (ACR) tool to the Office of the Disability Services Commissioner (DSC).

- The ACR information is required to be submitted within a designated time period. Refer to the DSC website for further information.
- The ACR Tool is an online register complaints register and annual complaints reporting tool.
- This information is submitted without identifying information for the complainant or the specific details of the complaint.
- The ACR Tool is located at www.orima.com.au/acr/
- The Incident, Complaints and Investigations Officer will log disability service related complaints on the DSC website and submit annually at the end of each financial year.

Reporting to a third person

Participants can lodge a complaint or give feedback about us to an external agency. They can also do this if they are unhappy with the outcome of a complaint that was lodged with Amicus directly.

NDIS Quality and Safeguards Commission

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Data analysis and reporting

I.C.I.O will present a trended summary report of feedback to the Chief Executive Officer, and Quality Team on a monthly basis. The report will trend the number and type of feedback over time, the outcome and key learnings where evident, and any outstanding and open feedback numbers.

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Related documents

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 PCE 3.2 - Feedback Action Plan Form - v.1
 PCE 3.3 - How to provide feedback Flow chart - v.1
 PCE 3.4 - How to manage feedback Flow chart - v.1
 PCE 3.5 - Post Feedback Checklist - v.1
 PCE 3.6 - Unhappy Form - Children and Young People Form - v.1

External links

NDIS Quality and Safeguards Commission

1800 035 544

<https://www.ndiscommission.gov.au/>

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