



Feedback Policy and Procedure

1. Purpose

The purpose of this Feedback Policy is to ensure that The Place receives, manages, and responds to feedback from participants, caregivers, and other stakeholders in a timely, respectful, and effective manner.

Feedback is essential for continuous improvement in service delivery and ensuring compliance with NDIS Quality and Safeguarding Framework, Medicare guidelines, and Australian privacy laws, including the Privacy Act 1988.

2. Scope

This policy applies to all participants, their representatives, staff, contractors, and any other stakeholders involved with The Place. It covers feedback related to:

- Occupational Therapy
- Speech Therapy
- Positive Behaviour Support
- Family Support Services
- Administrative services, including billing and communication
- Privacy and confidentiality concerns

3. Definitions

- **Feedback:** Any communication from participants or stakeholders regarding their experience with the services provided. Feedback may be positive or negative and can include complaints, compliments, suggestions, or concerns.
- **Complaint:** A type of feedback where a participant expresses dissatisfaction or concern regarding the service provided.
- **Participant:** Any individual receiving services under an NDIS plan, Medicare, or privately funded arrangement.
- **NDIS:** National Disability Insurance Scheme.
- **Medicare:** Australia's universal health insurance scheme.

4. Policy Statement

At The Place, we are committed to:

- Encouraging feedback from participants, their families, and other stakeholders.
- Responding to feedback in a timely and transparent manner.
- Ensuring that feedback processes are accessible, fair, and respectful.
- Using feedback to improve the quality and safety of our services.
- Complying with NDIS, Medicare, and Australian legal requirements.

5. Responsibilities

Management:

- Ensure that feedback mechanisms are in place and that staff are trained in handling feedback appropriately.
- Review and respond to feedback within the stipulated timeframes.
- Ensure that actions taken in response to feedback are documented and improvements are implemented.

Staff:

- Actively encourage feedback from participants and stakeholders.
- Support participants and their families in providing feedback, including assisting with form completion where needed.
- Treat all feedback with respect and confidentiality.

Participants and Stakeholders:

- Provide honest feedback to help improve services.
- Respect the feedback process and allow time for the appropriate resolution of complaints or concerns.

6. Feedback Process

Step 1: Receiving Feedback

- **Feedback Channels:** Feedback can be provided through various channels:
 - In-person: Directly to staff or management during appointments or visits.
 - Email: Via hello@thelacetherapy.com.au
 - Online: Through the online feedback form available on our website.

- Anonymous Feedback: Participants can choose to remain anonymous by using the feedback form without providing their personal information.
- **Acknowledgment:** Feedback will be acknowledged within 2 business days of receipt. Anonymous feedback will be reviewed, but follow-up may be limited depending on the details provided.

Step 2: Recording Feedback

All feedback, including complaints, will be recorded in the Feedback Register maintained by The Place. This register will include:

- Date the feedback was received.
- Name of the participant or stakeholder (if provided).
- Details of the feedback.
- Actions taken in response to the feedback.
- Outcome of the feedback process.

The register will be stored securely in compliance with the Privacy Act 1988 to ensure the confidentiality of all personal information.

Step 3: Assessing and Investigating Feedback

Once feedback is received and recorded, it will be assessed by the management team to determine the level of response required:

- Compliments and Positive Feedback: These will be shared with relevant staff and used to highlight areas of strength.
- Complaints or Negative Feedback: These will be investigated promptly and thoroughly. The investigation may involve:
 - Speaking with relevant staff members.
 - Reviewing service records and clinical notes.
 - Speaking with the participant or their representative (where appropriate).

If the feedback relates to a privacy concern or a serious incident, it will be escalated to Directors for immediate attention.

Step 4: Responding to Feedback

- Positive Feedback: When participants or stakeholders provide positive feedback, they will be thanked for their input and acknowledgement will be provided in a timely and genuine manner. Feedback will be shared with relevant team members to recognise good practice and reinforce quality service delivery.

- **Complaints:** Following the completion of an investigation, the participant or stakeholder will receive a written or verbal response within 10 business days. This response will:
 - Clearly outline the steps taken during the investigation process.
 - Describe any actions, changes, or improvements implemented to resolve or address the concern.
 - Include an apology where appropriate.
 - Provide clear information regarding further review or escalation pathways if the participant is not satisfied with the outcome.

NDIS-Related Complaints and Escalation

For concerns relating to NDIS-funded supports, participants will be informed of their right to escalate the matter externally. The response will outline:

- That The Place is committed to transparent, fair, and person-centred complaints handling in line with the NDIS (Complaints Management and Resolution) Rules 2018.
- That participants are encouraged to raise complaints directly with us in the first instance, but may refer their complaint at any time.

Participants will be provided with the following information:

External Complaint Option – NDIS Quality and Safeguards Commission

If a participant is dissatisfied with the outcome or prefers to raise the matter with the regulator, they may contact the NDIS Quality and Safeguards Commission:

- **Phone:** 1800 035 544
- **Online:** ndiscommission.gov.au (Complaints Form)
- **TTY:** 133 677
- **Interpreters:** 131 450

Participants will be supported to make an external complaint if requested, including assistance with completing forms, writing statements, or contacting the NDIS Commission.

Medicare Related Concerns

Where feedback or complaints relate to Medicare-funded services, participants will be provided information on how to lodge a complaint with **Medicare Australia**, including:

- How to submit feedback via the **Service Australia Complaints** portal.
- Contact details for the Medicare program for concerns regarding billing, claiming, or use of Medicare item numbers.

Staff may assist a participant to make contact with Medicare if support is needed.

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- Contact details for the Medicare program for concerns regarding billing, claiming, or use of Medicare item numbers.

Staff may assist a participant to make contact with Medicare if support is needed.

Step 5: Implementing Improvements

Where feedback identifies areas for improvement, the management team will develop an Action Plan to implement necessary changes. This may include:

- Reviewing and updating policies and procedures.
- Providing additional training for staff.
- Adjusting service delivery processes to better meet participant needs.

All changes and improvements made as a result of feedback will be documented, and staff will be informed of the new practices. Continuous improvement will be a key focus in using feedback to enhance the quality and safety of our services.

Step 6: Follow-Up

Where appropriate, the participant or stakeholder will be contacted after the implementation of changes to ensure that they are satisfied with the resolution of their feedback or complaint. Follow-up will be completed within 28 business days of the feedback resolution.

If further action is required, it will be documented and addressed promptly.

7. Confidentiality and Privacy

All feedback, including complaints, will be handled with the highest degree of confidentiality. Personal information provided during the feedback process will be managed in accordance with our Privacy Policy and the Privacy Act 1988. Information will only be shared with those directly involved in the feedback resolution process unless disclosure is required by law.

Participants who wish to remain anonymous are encouraged to do so, and their feedback will be treated with the same respect and consideration as any other feedback.

8. Participant Rights

In line with NDIS and Medicare requirements, participants have the right to:

- Provide feedback without fear of reprisal or discrimination.
- Be informed of the feedback and complaints process.
- Have their complaints acknowledged and responded to in a timely and respectful manner.
- Escalate their complaints to external bodies such as the NDIS Quality and Safeguards Commission or Medicare Australia if they are not satisfied with the resolution.

9. Review of Policy

This Feedback Policy and Procedure will be reviewed annually to ensure that it remains effective, up-to-date, and in compliance with relevant laws and regulations, including NDIS guidelines, Medicare rules, and Australian legal requirements.

Review and Approval

Version	Date	Summary of Changes	Reviewed By	Approved By	Next Review Date
1.0	01/12/2025	Initial development	DG	LS	October 2026