

Feedback Policy

1. Policy Statement

Uniting (Victoria and Tasmania) Limited (Uniting) is the community services organisation of the Uniting Church that's worked alongside local communities across Victoria and Tasmania for over 100 years. The Uniting values; 'imaginative', 'bold', 'respectful', and 'compassionate' underpin our work and shape the nature of our relationships with consumers and other stakeholders.

Uniting welcomes and encourages all feedback, which is inclusive of complaints, compliments and suggestions from consumers, consumer advocates, family members, stakeholders and the community. This feedback provides essential information that can inform improvements to service delivery and organisational practice.

Uniting is committed to:

- Maintaining an accessible, fair and responsive feedback system
- Supporting a culture of openness and willingness to learn from complaints, compliments and suggestions
- Providing consumers with the right information, in a format that facilitates understanding, to enable them to make a complaint or provide feedback, including avenues external to Uniting and the right to an advocate
- Promoting a transparent and 'No Blame' reporting culture to enable effective monitoring and oversight
- Ensuring consumers are protected from retribution when making a complaint, are supported, and their rights to confidentiality respected as per privacy legislation
- Improving quality and safety across all programs by following a robust process that contributes to building a continuous improvement culture

This Policy is linked to Uniting's accreditation framework, including the Quality Improvement Council's Health and Community Services Standards 7th Edition.

Responsibility	<ul style="list-style-type: none">• The Board (or the delegated Board Committee) is responsible for approving this policy, any changes to it and overseeing compliance with this policy• Management are responsible for ensuring that policies are operating effectively and being adhered to• In the first quarter of each financial year management will report to the Board regarding adherence to approved policies and any required improvement plans
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2. Definitions

Term	Meaning
Complaint	Refers to an expression of concern, dissatisfaction, unmet expectation, or frustration by or on behalf of a consumer regarding any aspect of the quality or delivery of services, policies, procedures or conduct or any other element of the way we do our business, regardless of how it is made
Compliment	An expression of gratitude, satisfaction, or exceeding of expectations by or on behalf of a consumer regarding the quality or delivery of services policies, procedures or conduct or any other element of the way we do our business, regardless of how it is made
Suggestion	An expression of an idea for consideration for an alternative approach or improvement to a particular issue
Consumer	Refers to current and former consumers of Uniting, their family, support persons and advocates, as well as supported employees engaged in social enterprises
Feedback	Information from consumers, consumer advocates, family members, stakeholders and the community about any action, policy or person within Uniting and their experience of it which includes complaints, compliments and suggestions

3. Related Legislation/Regulations

Quality Improvement Council's Health and Community Services Standards 7th Edition
 National Disability Insurance Scheme (NDIS) Act 2013 (Cth)
 NDIS Quality and Safeguarding Framework
 NDIS (Provider Registration and Practice Standards) Rules 2018
 NDIS (Complaints Management and Resolution) Rules 2018
 NDIS (Code of Conduct) Rules 2018
 NDIS (Restrictive Practices and Behaviour Support) Rules 2018
 NDIS (Incident Management and Reportable Incidents) Rules 2018
 NDIS (Quality Indicators) Guidelines 2018

'Printed copies of this document are considered uncontrolled. Please refer to the Uniting Intranet for the latest version.

Aged Care Act 1997 (Cth)
 Aged Care Quality Standards
 Privacy Amendment (Notifiable Data Breaches) Act 2017
 Disability Services Commissioner (Victoria) Annual Complaints Reporting (ACR) Tool
 DHHS Human Services Standards (Vic)
 DHHS Critical Incident Management (Vic)
 DHHS Quality & Safety Standards (Tas)
 DHHS Consumer Related Serious Incident Reporting (Tas)
 Education and Training Reform Act 2006 (Vic)
 Health Complaints Act 2016 (Vic)
 Reportable Conduct Scheme (Vic)
 Family Violence Information Sharing Scheme (Vic)
 Child Information Sharing Scheme (Vic)
 Victorian Complaints Handling Standards 2020
[Complaints - Mental Health Complaints Commissioner – Victoria, Australia \(mhcc.vic.gov.au\)](http://mhcc.vic.gov.au)

4. Related Documents

Quality and Compliance Policy
 Child Safety Policy
 Feedback, Compliments and Complaints Procedure
 Incident Reporting and Management Procedure
 Information Security Policy
 Risk Management Policy and Framework
 Responding to Allegations or Disclosures of Abuse involving Consumers Protocol
 Reportable Conduct Scheme Protocol

Revision Record			
Version	Date	Document Writer	Revision Description
1.0	16/05/2017	Project Manager	First draft
1.1	28/05/2017	Project Manager	Incorporation of Committee feedback
1.2	10/06/2017	Project Manager	Final
1.3	27/06/2019	Compliance & Policy Team	Review by quality business unit Senior Managers. Includes feedback by DSC to meet NDIS Practice Standards and Rules 2018 and Aged Care Quality Standards 2019
1.4	03/07/2019	Compliance & Policy Team	Final formatting and review by Quality

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<i>1.5</i>	<i>17/07/2019</i>	<i>Compliance & Policy Team</i>	<i>Final review and approval by EGM Strategy and Engagement</i>
<i>2.0</i>	<i>13/09/2019</i>	<i>Compliance & Policy Team</i>	<i>Approved by the Board 04/09/2019. Updates to related legislation 13/09.</i>