

Complaints and Feedback

Policy and Procedure

The Omega Support Group Complaints and Feedback policy is aligned with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and the NDIS Quality and Safeguards Commission Effective Complaint Handling Guidelines. Our complaints management system is also based on the principles of procedural fairness and natural justice, and we aim for the process to be accessible and responsive.

We recognise that complaints can be a positive contribution to a process of continuous improvement, assisting us to enhance the services we provide. The NDIS Code of Conduct provides a framework that informs the way we respond to complaints and any person wishing to make a complaint will be supported, listened to and treated respectfully.

Procedure

- All participants will be provided with information about making a complaint when they commence services with Omega. Information will be provided in the Participant Welcome Pack and each individual Service Agreement
- When a complaint is received, the Omega Director or General Manager will ensure appropriate support and assistance is provided to any person who wishes to or has made a complaint.

The Omega Director or General Manager will:

- acknowledge receipt of the complaint withing 2 business days
- record the complaint on the Omega Complaint and Feedback Register
- ensure information provided in a complaint is held in confidence
- ensure a person who makes a complaint is adversely impacted as a result
- appoint an appropriate person to investigate the complaint in an efficient and timely manner
- take action in relation to issues raised in the complaint

The Omega Director or General Manager will ensure:

- the complainant is appropriately involved in the resolution of the complaint
- the complainant is kept informed of the progress of any investigation
- the complainant is informed of reasons for any decisions made in relation to the complaint and the person will be given options if they choose to request a review of a decision

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Timeframe for investigation

Omega will work toward resolution of a complaint within 21 days. Upon conclusion of an investigation, the Director or General Manager will discuss the complaint outcome directly with the complainant and/ or their representative as appropriate. If the complainant is satisfied with the outcome, the complaint will be considered closed, and the complainant notified in writing.

If after investigation of an incident and actions taken or proposed to improve service quality, the complainant feels that the issue remains unresolved, the person will be encouraged to contact the NDIS Quality and Safeguards Commission for further assistance. The NDIS Commission complaints service is independent and free. Anyone can make a complaint to the NDIS Commission about a registered NDIS service provider, including a NDIS participant, their family or friends, their NDIA appointed nominee, advocate, guardian or any other person who wishes to make a complaint.

Monitoring and reporting

All complaint records, including documents obtained and relating to investigations will be securely stored for 7 years or as required by law.

Quality review

Each year, a sample of complaints will be reviewed as part of ongoing service and systems improvement. The complaint investigation and resolution process will be examined to determine if any other recommendations or process improvements should be considered.

How to make a complaint

A complaint can be made to Omega, verbally or in writing

T: 1300 160 131

E: info@omegasupport.com.au

Post: PO Box 8070 Northland Centre, Vic 3072

Complaints can be made to the NDIS Commission

T: 1800 035 544

TTY: 133 677

The National Relay Service

- Speak and Listen 1300 555 727
- SMS relay number 0423 677 767

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- E: contactcentre@ndiscommission.gov.au

Disability Services Commissioner

The DSC is an independent oversight body resolving complaints and promoting the right of people with a disability to be free from abuse. DSC works with people with a disability to resolve complaints about service providers and the office works with service providers to improve outcomes for people with a disability.

DSC can help with complaints and enquiries about registered disability support services that are either:

- provided before 1 July 2019, including
 - NDIS
 - Local Area Coordinators (LACs)
- provided after 1 July 2019, and are
 - Funded or contracted by DFFH
 - In-kind support
 - Funded by the Transport Accident Commission (TAC)

Enquiries or complaints

T: 1800 677 342

E: complaints@odsc.vic.gov.au

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Related Legislation

- The National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- National Disability Insurance Scheme (Procedural Fairness) Guidelines 2018
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme (Code of Conduct) Rules 2018
- Disability Service Safeguards Act 2018 (Vic)
- Disability Service Safeguards Code of Conduct
- National Disability Insurance Scheme Act 2013

Resources

PP113 Privacy Policy

PP120 Delegations of Authority Policy

PP121 Continuous Improvement Policy

Forms

OS1006 Complaint and feedback form

OS1002 Service agreement

OS1007 Investigation plan

Participant Information Pack

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