

Complaints Process

Summary for Jobsupport clients

If you are not happy with your Jobsupport trainer or the support you are getting from Jobsupport please let us know. You can tell your trainer or a Jobsupport manager.

You can get help from a family member, friend or other advocate to make a complaint.

You will not be in trouble for making a complaint.

We will listen to you and see what we can do to fix the problem.

We will talk to you about what you think should happen.

Introduction

This complaint process has been ratified by the Jobsupport Board and a copy is given to all clients and their parents or advocates. It is also available to any member of the public on request.

The process can be used by clients, their advocates or any member of the public (including employer personnel) in the event that some problem arises with:

- a Jobsupport staff member or
- the services or policies of Jobsupport

Management of complaints alleging criminal conduct or reportable incidents under the National Disability Insurance Scheme Rules are covered separately in Jobsupport's *Incident Management Procedure*.

Jobsupport expects staff at all levels to be committed to fair, effective and efficient complaint handling. The purpose of this process is not to attach blame to anyone. Rather, it is an attempt to ensure that if a problem does arise, either through misunderstanding or neglect, it can be resolved quickly, courteously, and at the lowest organisational level possible.

Input and feedback in service delivery

Gaining feedback and seeking input on individual needs, supports and services from clients, their advocates and employer personnel is key to Jobsupport's services. Our staff members actively seek feedback as part of their regular service delivery. We also use independent surveyors to gain formal feedback on our services with the feedback integrated into our quality management system. We encourage people to raise any concerns about our service to the staff member working directly with the client and/or their manager. This proactive approach aims to address concerns before they become a formal complaint.

Dissatisfaction with Jobsupport will be registered as a complaint within in our Quality Management System when not able to be resolved by the Regional Office as part of service delivery, or where the complaint is made directly to a Quality Manager, Operations Manager, the CEO or external complaints handling agency.

Making a complaint

We will take all reasonable steps to ensure that people making complaints, are not adversely affected because a complaint has been made by them or on their behalf.

Permission is sought to share information provided in a complaint to those who can help resolve it and is only shared without permission where disclosure is required by law.

If a person prefers, or needs, another person or organisation to assist or represent them in the making and/or resolution of their complaint, we will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with his or her consent (e.g. advocate, family member, legal or community representative).

We accept anonymous complaints regarding our NDIS-funded services as required by the *NDIS Complaints Management and Resolution Rules* but will be limited in our capacity to effectively follow the complaints process if sufficient information is not provided.

The complaints process

People making complaints will be:

- provided with information about our complaint handling process;
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate; and
- provided with reasons for our decision/s and any options for review.

We will promptly acknowledge receipt of complaints. Our staff will also try to resolve complaints promptly and with as little formality as possible. The person raising the complaint and/or person affected by the issue raised in the complaint will be appropriately involved in the resolution of the complaint and 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.

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security, the response will be immediate and will be escalated appropriately. When determining how a complaint will be managed, we will consider:

- how serious, complicated or urgent the complaint is;
- whether the complaint raises concerns about people's health and safety;
- how the person making the complaint is being affected;
- the risks involved if resolution of the complaint is delayed; and
- whether a resolution requires the involvement of other organisations.

We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about. Conflicts of interests, whether actual or perceived, will be managed responsibly. A person other than the original decision maker will conduct internal reviews of how a complaint was managed.

Levels of complaint handling

In the event of any complaint or dispute, the client and his or her advocate or a member of the public should discuss the matter with the staff member directly concerned and the Regional Manager and identify what they believe to be a workable and courteous way of solving the complaint or dispute.

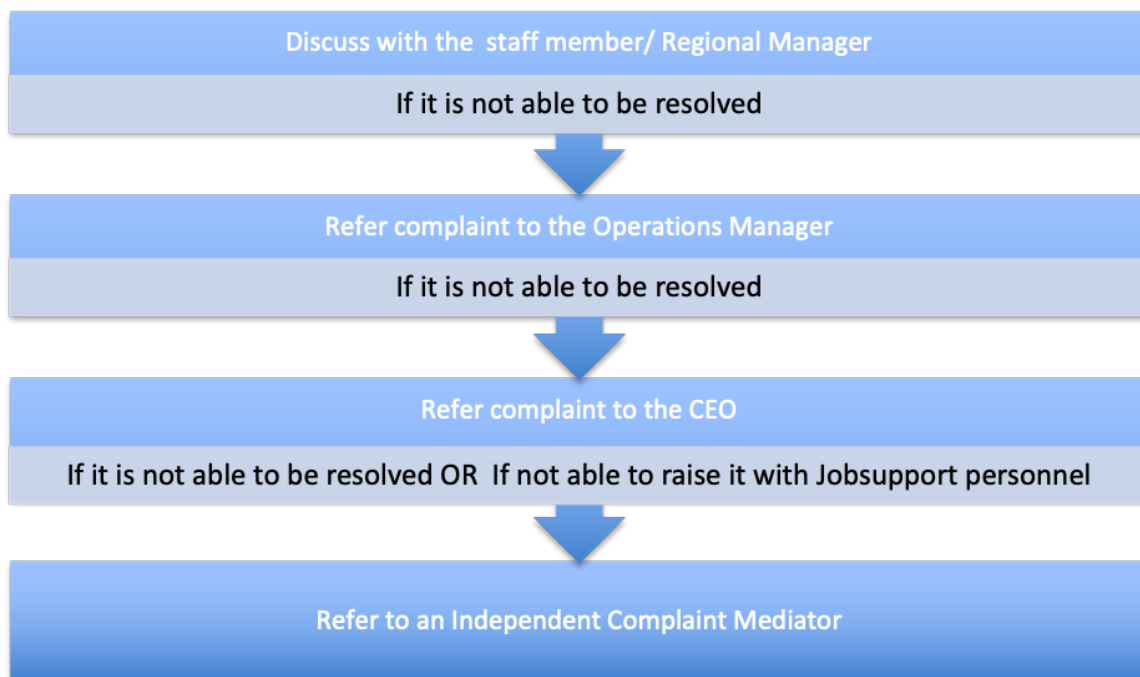
Should this not resolve the complaint or dispute, the matter will be referred to the Jobsupport Operations Manager. If not satisfied with the resolution, the client and his or her advocate or the member of the public should inform the Operations Manager that the complaint will be taken up with the CEO. The client and advocate or the member of the public then discuss the complaint with the CEO and identify the actions that will resolve the situation.

An independent complaint mediator may be contacted to act as a neutral third party where:

- the client and his or her advocate or the member of the public is not satisfied that the matter has been resolved; or
- where the matter concerns the CEO; or
- where the client and advocate or the member of the public do not feel able to raise the complaint with Jobsupport personnel; or
- Operations Managers or the CEO determine it is appropriate to involve them earlier in the process.

The complaint mediator will hear from both parties to the dispute and then attempt to identify a course of action to resolve the complaint or dispute.

Jobsupport's independent complaint mediator is **Janice McLeay of Janice McLeay Consulting**.
Email: j.macleay@bigpond.com



The CEO will brief the Board about any complaint or dispute that involves an independent complaint mediator.

Nothing in this process deprives the client or his or her advocate or the member of the public of the right to approach their industrial representative or to appeal to the civil or industrial courts.

Managing unreasonable conduct by people making complaints

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible;
- the health, safety and security of our staff; and
- our ability to allocate our resources fairly across the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same.

Other organisations who can help you with complaints are:

Complaints Resolution and Referral Service (CRRS) is a complaints resolution service for people using Australian Government funded disability employment and advocacy services.

Phone 1800 880 052 (Free call from landlines)

<https://www.jobaccess.gov.au/stories/complaints-resolution-referral>

NDIS Commission can take complaints about any issue connected with supports or services provided by an NDIS provider. Phone 1800 035 544 (Free call from landlines)

<https://www.ndiscommission.gov.au/participants/participants-make-complaint>

Self Advocacy Sydney can train you in how to use Jobsupport's Complaints Process. Their phone number is (02) 9622 3005.

<https://www.sasinc.com.au>

Callers from a non-English speaking background can use the [Translating and Interpreting Service \(TIS\)](#) by calling [13 14 50](#) to call these numbers.