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## **1.8 Child Care Services Taree & Districts Inc.**

### **Complaints and Grievance**

**Staff, support workers and volunteers has a responsibility to comply with this policy and to treat everyone who works and participates in our service with dignity and respect.**

**This policy ensures that all persons are presented with procedures that:**

- **Value the opportunity to be heard;**
- **Promote conflict resolution;**
- **Encourage the development of harmonious relationships;**
- **Ensure that conflicts and grievances are mediated fairly; and**
- **Are transparent and equitable**

**Child Care Services Taree & Districts Inc. has a duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to grievances and complaints management and procedures.**

#### **Definitions**

**Grievance:** A wrong or hardship suffered (real or perceived), which is the grounds of a complaint.

**Complaint:** An expression of grievance, dissatisfaction or concern.

#### **The Purpose of the Policy:**

We aim to provide a fair, equitable and productive work environment for all employees, staff, volunteers and participants. This policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving grievances.

The NDIS quality and safeguards arrangements state that NDIA registered providers must have systems and procedures in place to deliver the best and safest supports to participants. If a participant is unhappy with the supports CCSTD are providing they have a right to make a complaint. Feedback assists providers in seeing what works, what doesn't and what improvements can be made.

#### **Process**

In the first instance it is encouraged for any conflict to be discussed with the parties involved, eg: participant or participant's representative and support worker.

Support Workers are to note in writing any conflict on Weekly Goal Evaluation and report the issue to the Coordinator or manager immediately.

Coordinator or manager is required to follow up with both parties to ensure resolution of conflict has been resolved or whether further intervention is required.

CCSTD will make every effort to listen and resolve grievances/complaints by encouraging each individual and the people involved to talk and negotiate in a constructive manner. This process can take several steps.

1. A Feedback and Complaints Form is to be provided to the participant to complete.
2. All grievances/complaints/incidents/feedback will be reported to the manager and acknowledged promptly and fairly, this will be documented in the Complaints Register and acted upon immediately.
3. Grievances/complaints will be processed in a timely manner, with achievable deadlines specified for each stage of the process.

4. All parties will be contacted and if required a formal meeting will be held with each party, all parties will be informed of the progress of the matter.
5. All endeavours will be made to resolve or act on the issue promptly, all parties will be advised in the first instance person to person and if required a formal letter in writing of the decisions made and the reasons for the decisions.
6. All parties will be given reasonable opportunity to respond.
7. All parties will be protected from any victimisation or repercussions for raising complaints/grievances/feedback in good faith.
8. Participants' complaints will be resolved in accordance with the NDIA Complaints Procedure
9. Participants are provided with copy of the Complaints and Grievance policy in their Information Pack and Communication Folder along with contact details of relevant agencies.
10. Participants are provided with the contact details of alternative services to contact in regards to grievances and complaints.
11. CCSTD can refer or notify a complaint to any other bodies in accordance with any requirements under relevant Commonwealth, State or Territory laws. The organisation will report information relating to complaints to the Commissioner, if requested to do so by the Commissioner.
12. A person can make a complaint to the NDIS Commissioner about any issue connected with supports or services provided by CCSTD. Complaints can be made orally, in writing or by any other appropriate means, and can be made anonymously. A complaint can be withdrawn at any time. CCSTD will provide appropriate support and assistance in contacting the Commissioner in relation to a complaint if required.
13. All complaints/grievances/ incidents/feedback is taken to NDIS Meetings and Committee Management, each issue is analysed on an individual basis by staff and committee using the Quality Improvement Plan Key Improvement Form. Issue is identified, risk assessment completed, strategies to be implemented to reduce risk of this issue reoccurring.
14. Participant and/or participant's representative provided with opportunity to give feedback.
15. Follow up monitoring and communication from staff with participant and/or participant's representative.

### **Feedback, Complaints and Disputes**

If the Participant/Participant's Representative would like to give the Provider feedback, is not happy with the provision of supports or is not satisfied with the Provider or Support Workers please take note of the following options;

- The Participant/Participant Representative or any other relevant stakeholders can contact Child Care Services Taree & Districts Inc. and speak with the Manager  
Phone: 02 6552 5088    Mobile: 0429 968 568  
Email: [tareechildcareservices@ccstd.com.au](mailto:tareechildcareservices@ccstd.com.au)
- If the Participant is not satisfied or does not want to talk to the above person then the Participant can contact;
- **National Disability Insurance Scheme (NDIS)** Phone: 1800 800 110  
Visit one their offices or  
Go online: [www.ndis.gov.au](http://www.ndis.gov.au)
- If you require any other assistance to make a complaint you may wish to contact one of the external organisations listed below;
- **Disability Advocacy NSW Forster Taree**    Phone: 0466169614  
Online: [www.da.org.au](http://www.da.org.au)  
Email: [taree@da.org.au](mailto:taree@da.org.au)
- **National Disability Abuse & Neglect Hotline** Phone: 1800 880 052

Email: [enquiries@disabilityhotline.org](mailto:enquiries@disabilityhotline.org)  
Website: [www.disabilityhotline.net.au](http://www.disabilityhotline.net.au)

- **Intellectual Disability Rights Service** Phone: 1800 666 611  
Email: [info@idrs.org.au](mailto:info@idrs.org.au)  
Website: [www.idrs.org.au](http://www.idrs.org.au)
- **NSW Council for Intellectual Disability** Phone: 1800 424 065  
Email: [info@nswcid.org.au](mailto:info@nswcid.org.au)  
Website: [www.nswcid.org.au](http://www.nswcid.org.au)
- **Child Care Services Taree & Districts Inc. full contact details are as follows;**  
**Service Contact Details** Phone: 02 6552 5088  
Mobile: 0429 968 568  
Email: [tareechildcareservices@ccstd.com.au](mailto:tareechildcareservices@ccstd.com.au)  
Website: [www.childcareservicestaree.com](http://www.childcareservicestaree.com)  
Address: 51 Wynter Street TAREE NSW, 2430  
Mailing Address: PO Box 270 TAREE NSW, 2430

### **Relevant Legislation and Standards**

- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- NDIS Practice Standards
- NDIS Code of Conduct
- NSW Disability Service Standards (NSW DSS)
- NDIS Terms of Business
- Freedom of Information Act 1982
- Privacy and Personal Information Act 1988 (NSW)
- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- Mental Health Act 2007 (NSW)
- NDIA National Quality and Safeguards Policy 2018