

## Record of Review

Reviewed Date	Led by	People consulted
10/07/2025	Clinical Risk and Governance Partner	Executive Board

## Policy

**Everyday Independence** is committed to the rights of all stakeholders to provide feedback about any aspect of the operations or administration, and for any feedback in the form of a complaint to be handled with fairness.

**Everyday Independence** encourages an organisational culture of actively seeking customer feedback to strengthen public confidence, better inform planning and continually improve programs and services.

### Our Legislative Requirements

We are required to operate a complaints system which complies with the Disability Act 2006, Privacy Act 1988 and the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

## Responsibilities

Everyday Independence Board is responsible for ensuring:

- ✧ That the feedback and complaints process is understood and followed by team members, students and contractors
- ✧ This policy is easily accessible to team members, participants, parents and carers
- ✧ The contact details of an Everyday Independence General Manager are available in the participant service agreement in the event of a complaint
- ✧ That complaints are reported to the Board in a transparent manner
- ✧ Feedback and complaints are reviewed for themes on a quarterly basis and quality improvement activities are carried out.

Leadership is responsible for ensuring compliance with the complaint management policy and procedure.

All team members are required to understand and follow this policy and corresponding Feedback and Complaints Procedure.

## What is the Scope of this Policy?

This policy applies to:

- ✧ All participants, their families, carers and advocates
- ✧ Team members, contractors, volunteers and students
- ✧ Any other stakeholders interacting with our service

## Policy Statement

We are committed to:

- Providing a safe environment where people feel comfortable and supported to raise concerns
- Listening to and valuing all feedback and complaints
- Resolving complaints promptly and fairly
- Using complaints to improve our services

## Definitions

**Complaint:** an expression of dissatisfaction with a service decision or action

**Feedback:** General comments or suggestions about services, including compliments for good practice.

**NDIS Quality and Safeguards Commission:** the independent agency responsible for overseeing complaints about NDIS providers.

## Guiding Principles

**Accessibility:** Feedback and complaints can be made in person, by phone, email, or through an advocate.

**Confidentiality:** All complaints are handled with respect for privacy and can be made anonymously.

**No Reprisal:** Making a complaint will not affect a person's access to services and a process of procedure fairness will be put in place.

**Cultural Safety:** We respect the cultural needs of all individuals, including Aboriginal and Torres Strait Islander peoples.

## How to Provide Feedback or Make a Complaint

Feedback or complaints can be made to Everyday Independence:

- Verbally or written, directly to Everyday Independence team members
- Through our central telephone number 1300 179 131
- In writing through the Everyday Independence feedback form on the website
- Email to [mytherapy@everydayind.com.au](mailto:mytherapy@everydayind.com.au)

We acknowledge that some participants may require support with providing feedback or complaints which may include:

- Providing access to a preferred communication approach – eg alternative and augmentative communication
- Identifying change in behaviour which may indicate a complaint being made.
- Providing opportunities for children and vulnerable people to provide feedback or make a complaint and ensure they have access to a safe support person.
- Accessing the national relay service for hearing or speech assistance
- Accessing translating and interpreting services

While we encourage feedback and complaints to be made directly through Everyday Independence, alternative options for making complaints include contacting:

- NDIS Quality and Safeguards Commission 1800 035 544 [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

- Advanced Personnel Management (APM) Everyday Independence's parent company, through calling 1800 276 276 or email [support@apm.net.au](mailto:support@apm.net.au)

### Acknowledgement

We will acknowledge complaints within 2 business days.

### Assessment, Investigation and Resolution

We will assess complaints for urgency and risk and respond at the appropriate level of delegation. The majority of complaints will be managed by local teams with avenues of escalation to Area Leads, State Leads, General Manager or CEO as required.

Where a complaint is about the Everyday Independence CEO, escalation will be to APM Group Leadership.

Investigations into complaints will be conducted fairly and impartially and the complainant will be kept informed throughout the process.

We aim to resolve complaints within 21 business days. Outcomes of complaints may include apologies, changes in service policy or procedures, or team member training.

While we endeavour to resolve all complaints, where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an independent third person to act as an intermediary.

In the event that a complainant is not satisfied with the outcome of a complaint or how the complaint was managed it can be escalated to a senior manager or the NDIS Quality and Safeguards Commission. In the instance of an unresolved complaint related to the handling of personal information this can be escalated to the Office of the Australian Information Commissioner online.

### Record Keeping

Complaints and outcomes will be documented and stored securely for a period of 7 years in alignment with regulatory requirements.