

Policy and Procedure

This policy and procedures are intended to provide workers and on request participants, information on how they can provide feedback, compliments, and complaints about any aspect surrounding The Magic Sisters Pty Ltd. If required, The Magic Sisters Pty Ltd may refer to the Disputes and Grievances Policy and Procedure for further assistance.

Policy

The Magic Sisters Pty Ltd abides by the Human Resource Policy and Procedure, ensuring workers are aware of rights and appropriate workplace behaviour. This is crucial to attempt to uphold an environment flooding with positive feedback and compliments and limited in complaints. This policy and procedures encourage The Magic Sisters Pty Ltd's workers and participants to voice any concerns or positive comments they may have regarding individuals, facilities, services etc. Any comments made in relation to The Magic Sisters Pty Ltd will be utilised to improve their overall company.

The purpose of this policy is to ensure all workers of The Magic Sisters Pty Ltd understand and acknowledge what is expected of them when delivering services of care. Workers should aim to adhere to and enforce the rights and responsibilities of the participants. This ensures the operations implemented within The Magic Sisters Pty Ltd's framework reflect the best interests of the participant.

In addition to this, this policy aims to ensure all workers of The Magic Sisters Pty Ltd have the adequate knowledge, skills and resources to effectively manage feedback, complaints and compliments, accordingly.

Procedure

The Magic Sisters Pty Ltd understands and recognises the importance of ensuring all participants, families, advocates, representatives and other relevant personnel obtain the essential information in a way that is easily comprehensible to the participants and others. The Magic Sisters Pty Ltd will offer all persons a variety of ways to access the information documented in The Magic Sisters Pty Ltd's Participant Handbook, Participant Charter and the Feedback, Compliments and Complaints Form. These documents will contain all the relevant information on how to effectively manage feedback and complaints, as well as information on how participants should lodge feedback, compliments or complaints.

In addition to this, The Magic Sisters Pty Ltd will ensure to display the relevant information within the facility of The Magic Sisters Pty Ltd to ensure it is easily accessible to all persons. Workers are able to obtain a copy of these documents upon request. All complaints, compliments and feedback will be addressed during team meetings, in which the Continuous Improvement Plan will be utilised to make the necessary modifications that would better suit the participants, workers and operations of The Magic Sisters Pty Ltd.

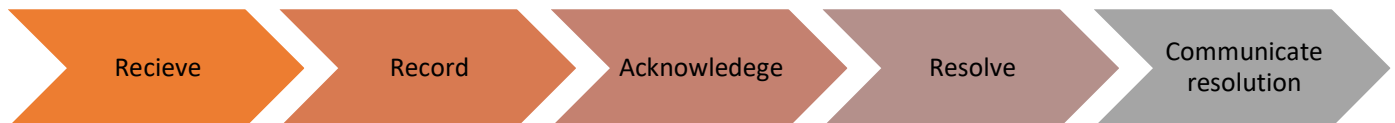
Feedback and complaints will be treated confidentially and will only be addressed directly with the individuals involved. All details regarding feedback and complaints will be maintained

in a secure manner in accordance with The Magic Sisters Pty Ltd's Records and Information Management Policy and Procedure. The Disability Act 2006, requires The Magic Sisters Pty Ltd to report yearly to the Commissioner for Disability Services in the manner required by the Commissioner for Disability Services and verify the number of complaints obtained and how the complaints were handled.

Management of The Magic Sisters Pty Ltd will encourage good quality practice, continuous improvement, and an honest, supportive, respectful philosophy that supports and encourages workers, participants, and all other individuals to make complaints and report matters without concern of retribution. This will be evaluated in yearly Performance Reviews of management and workers. A participant who wishes to submit a feedback, compliment or complaint will be presented with the information involving this policy. If the participant's consent has been given, feedback, compliments and complaints can be submitted on behalf of the participant.

Feedback and complaint records will be tracked and examined to detect any continuing concerns. This will be reported on a three-monthly basis to the Director, as part of the report on Continuous Improvement. The personal details gathered in order to manage feedback or complaints will be treated in compliance with the privacy legislation and The Magic Sisters Pty Ltd's Privacy and Confidentiality Policy and Procedure.

The Magic Sisters Pty Ltd will utilise the standard 5-step guideline to managing feedback, compliments and complaints as outlined below:



There are a variety of ways participants of The Magic Sisters Pty Ltd can provide feedback, compliments or complaints. Below outlines the ways in which participants will be able to share their suggestions and provide feedback, compliments or complaints to The Magic Sisters Pty Ltd:

Grievances may be lodged immediately either in writing by filling out a Feedback and Complaints form or verbally. They can be lodged through:

- In writing to:
2 Rivington Road, Point Cook Victoria 3030
- By email to:
info@themagicsisterscare.com.au
- By phone on
0412 424 780

Individuals can make a complaint directly to the following agencies at any time they wish to:

Complaints to the NDIS can be lodged:

- By phone on 1800 800 110

- By email to feedback@ndis.gov.au

Complaints can be made through the NDIS Commission

- Complaints made to the NDIS Quality and Safeguards Commission can be made via:
 - Telephone: 1800 035 419
 - Online: www.ndiscomission.gov.au

Complaints to the Ombudsman can be lodged:

- Victoria
 - By phone on 03 9613 6222 or (regional areas) 1800 806 314
 - Online at www.ombudsman.vic.gov.au

Complaints to the Commission for Children and Young People can be lodged:

- Victoria
 - By email to childsafe@ccyp.vic.gov.au
 - By phone on 1300 78 29 78

Complaints to the Office of the Commissioner for Privacy and Data Protection can be lodged:

- Victoria
 - By email to enquiries@vic.vic.gov.au
 - By phone on 1300 006 842