

001 – GRIEVANCES AND DISPUTES OPERATIONAL POLICY



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| POLICY TITLE: | 001 – GRIEVANCES AND DISPUTES | | |
| VERSION: | 003 | DATE EFFECTIVE: | 11/03/2016 |
| AUTHORISED BY: | Chief Executive Officer | DATE REVIEWED: | 10/03/2020 |

PURPOSE

To ensure that all associated with ARC have a structured process by which to air disputes, conflicts and/or grievances, regarding any service received or not received or any contact made with the organisation and/or any Employee, Volunteer or Board Member associated with ARC.

SCOPE

All Participants, their families or support networks
All Employees
All Volunteers
The CEO
All Board Members

WHO CAN MAKE A COMPLAINT?

Participants and their family members
Individual Workers
An advocate
Community Visitor
A Professional
Member of Community

IMPLEMENTATION

It is the policy of ARC Disability Services Inc. (ARC) that any person connected with ARC, be that a person who has a disability, their family/carer, or an employee, volunteer or community member, has the right to pursue any grievance, without fear of recrimination.

Any grievance which the organisation is made aware of shall be dealt with in a timely and confidential manner with the aim of a positive resolution being reached.

All grievances will be dealt with as quickly as possible and feedback on the progress and/or outcome will be provided as soon as is practicable. Due to the many variances which may affect the timeframe for resolution of each individual grievance, individuals will be informed of the expected timeframe for responses on an individual basis.

Many issues, concerns or grievances can often be attributed to a misunderstanding or miscommunication and are best sorted out sooner rather than later. If you do have a concern, issue or grievance relating to ARC please let us know as soon as possible so that we address the situation promptly and take the opportunity to improve our service.

ARC is committed to using complaints received to identify and act upon any opportunities that will assist in continuous improvements to service delivery.

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COMPLAINT RESOLUTION

- Step 1. Contact the relevant Coordinator, Manager or CEO as soon as possible.
Contact can be made in any of the following ways:
- direct to the office on 40463600
 - Direct to the CEO on 40463602 or CEO@arcinc.org.au
 - By mail to PO Box 942N North Cairns 4870
 - In person either at the office at 92, Little Street, Manunda or at a place of your choice by arrangement
 - By email to the individual coordinator of your choice or to feedback@arcinc.org.au
 - Through one of the advocacy or support agencies listed at the end of this document, or by an independent support person of the Service Users choice.
- Step 2. The grievance will be logged within ARC via a complaint form so that actions and feedback can be recorded.
- Step 3. If the matter is not resolved or relates to a Coordinator or Manager, the CEO should be contacted, so that a mutually convenient time may be arranged to discuss the matter.
- Step 4. If the matter is still not resolved or if the issue relates to the CEO, the ARC Disability Services Board of Management may be contacted to help resolve the matter. Please contact the office and ask for the Chairperson or another board member to contact you. Alternatively the Chair can be emailed directly at bom@arcinc.org.au.
- Step 5. If the matter is still not resolved the CEO will contact the National Disability Insurance Scheme Quality and Safeguards Commission or other relevant government department/agency to help resolve the matter.
- Step 6. Once a resolution is agreed upon the matter will be recorded and a copy of such records will be given to all parties.
- Step 7. Should it not be possible to resolve the issue satisfactorily agreement will be made about an acceptable way to move forward without prejudice to support, employment or engagement as a volunteer.
- Step 8. An accurate record of all complaints received and how they were responded is kept as so that these can be made available to the NDIS Quality and Safeguards Complaints Commissioner.

At any stage during the above process an independent advocate, support person or advisor may be requested at any time. Should there be a cost associated with advocacy or support ARC may be able to assist with this by prior arrangement.

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ADVOCACY AGENCIES

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| Rights in Action | Ph; (07) 4031 7377 |
| Qld Aged & Disability Advocacy | Ph: 1800 818 338 |
| Disability Legal Advocacy Service | Ph; 1800 650197 |
| Fair work Australia | Ph; 131 394 |
| National Disability Insurance Agency | Ph; 1800 800 110 |
| NDIS Quality and Safeguards Commission | Ph; 1800 035 544 |

Should any service user, their family, staff member or volunteer feel that they are unable to address their concerns, issue or complaint directly with ARC than any of the above relevant agency(s) maybe contacted in the initial instance. ARC encourages general feedback at any time. This can be undertaken by contacting the ARC office directly; of emailing feedback@arcinc.org.au.

REFERENCES

NDIS Quality and Safeguards Framework
Human Services Quality Framework
Fair Work Act 2009

AUTHORISATION

This Policy is approved and issued by:

BENJAMIN KEAST

Chief Executive Officer

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Arc Disability Services Inc. (ABN 59 187 522 904) | www.arcinc.org.au | T: (07) 4046 3600