



HELP AND HOPE FOR A
BETTER LIFE

Feedback Policy

POLICY STATEMENT

1. 1.1 My Better Life encourages clients and those involved in their lives to provide Feedback, including Compliments and Complaints, in relation to any aspect of My Better Life service delivery. The effective management of Feedback is essential for improvement of service delivery and prevention of adverse outcomes, for existing and potential clients.
2. 1.2 This policy directs how My Better Life will manage Feedback, to ensure that all Feedback received is appropriately addressed, with changes in service delivery being made where necessary.

2. PURPOSE

2.1 The purpose of this policy is to:

2.1.1 Outline My Better Life commitment to addressing Feedback in a timely and professional manner.

2.1.2 Ensure that My Better Life clients, their families, Guardians or other stakeholders can:

- - provide general Feedback on any aspect of My Better Life service delivery;
- - make a Compliment about any aspect of My Better Life service delivery;
- - raise concerns, discuss or submit a Complaint about any aspect My Better Life of service delivery.

2.1.2 Advise on options to elevate an issue where a person raising an issue or making a Complaint is not satisfied with the outcome, or where an informal resolution process is not suitable.

3. SCOPE

1. 3.1 This policy applies to Feedback relating to client service delivery by My Better Life.
2. 3.2 This policy does not apply to the raising of concerns or grievances by a member of My Better Life staff.
3. 3.3 All My Better Life staff, Board members, students, contractors and volunteers are required to comply with this policy.

4. DEFINITIONS

Commonly defined terms are located in My Better Life Policy Framework Policy. Reference to specific employment positions are found in the My Better Life Organisational Structure if not defined below. The following definitions apply for the purpose of this Policy:



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Feedback – Any information received directly or indirectly, explicitly or implicitly about the organisation, service delivery or staff, including opinions, comments, suggestions, Compliments, Complaints, and expressions of interest or concern.

Compliment – information received by the organisation about something that has been done well and/or satisfaction with services received.

Complainant- Person, organization or their representative (including clients, carers, Guardians, stakeholders) making a Complaint

Complaint – Expression of dissatisfaction made to or about the organization, related to services, staff or the handling of a Complaint, where a response or resolution is explicitly or simplicity expected or legally required.

Significant Complaint – a Complaint relating to service delivery or management that alleges a possible breach of legislation, raises an issue of safety or wellbeing of a client/s or staff, or may impact the reputation of My Better Life.

5. PRINCIPLES

The following principles apply when interpreting and applying this policy.

5.1 The Feedback management system will be transparent, visible and accessible to people in scope for this policy.

5.2 All clients, carers, Guardians, stakeholders have a right to complain about any aspect of service delivery. All Complainants and clients will be treated with respect by staff, and will not be adversely affected because of making a Complaint.

5.3 The Feedback management system will ensure that any issues are identified, acknowledged, reported, documented and addressed in a timely manner.

5.4 Responses to Feedback and Complaints are objective, ethical, effective and unbiased with the aim of achieving a satisfactory and prompt resolution.

6. POLICY REQUIREMENTS

6.1 Inviting Feedback to improve service delivery

6.1.1 My Better Life values active and meaningful engagement and participation by people with a lived experience, who are included in activities which support the achievement of the organisations strategic direction, service co-design and evaluation of existing services.

6.2.1 My Better Life will ensure that staff, students, Board members, volunteers and contractors are aware of and have access to this policy and related documents to enable them to appropriately advise and support those providing Feedback and Complaints, through:



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- Induction, orientation and mandatory training programs;

- availability of policies, procedures and Practice Manuals in the intranet 'virtual library' and in hard copy in office locations;
- - the My Better Life Service Agreement
- - Information on the My Better Life website;
- - line management and supervision;

6.3 Compliments

6.3.1 Compliments will be shared with staff/ teams they relate to, used to improve service delivery where applicable and acknowledged through reporting processes.

6.4 Complaint management

6.4.1 My Better Life is committed to resolving issues relating to service delivery as promptly and effectively as possible, through a three- level system of resolution which is described in the "Feedback & Complaints Procedure: Client Service Provision"

1. 6.5 An accessible process

6.5.1 The My Better Life Feedback System has been designed to meet the needs of a diverse client group, including people who have increased vulnerability to abuse, neglect and exploitation. My Better Life will ensure the Complaints process is accessible to all clients and their family, carers and stakeholders, particularly those who require assistance to understand and/or submit a Complaint.

6.5.2 Clients and other Complainants are to be provided with information, support and a safe environment in which to communicate about a Complaint. Clients should be assisted to understand/access advocacy services and advised of their right to engage a support person.

6.5.3 Information on the Feedback process will be widely accessible, including prominent displays at My Better Life offices, information on our website, information at service commencement; annual reviews and ad hoc as required.

6.6 Notification to Statutory and Funding Bodies

6.6.1 My Better Life will comply with external reporting in accordance with legal, regulatory or contractual obligations.

6.7 Unreasonable Conduct by Complainants

6.7.1 There may be situations where a Complainant acts unreasonably in seeking to have their concerns addressed, with behaviours such as aggression, abusive language, arguments, persistent, unacceptable contact or lack of cooperation.



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6.7.2 Where a staff member believes that a Complainant's conduct is unreasonable, the manager responsible will review the situation. If the concern about unreasonable behaviour is substantiated, staff will be supported to determine the right strategies for managing such conduct fairly, ethically and reasonably.

6.7.3 My Better Life will ensure that unreasonable behaviour does not preclude valid issues being addressed.

6.8 No retaliation

6.8.1 It is contrary to the values of My Better Life for anyone to retaliate or discriminate against a person in response to them raising a Complaint or grievance. Any employee who retaliates against someone who had made a Complaint or grievance may be subject to disciplinary action in accordance with relevant human resources policies.

Confidentiality

6.9.1 Complaints will be dealt with sensitively and confidentially, ensuring the client's privacy and dignity is respected at all times. Potential Complainants should be advised of their right to submit a Complaint anonymously, or without reference to a particular client, but should be informed about how this may impact on the ability to investigate and respond to the situation.

6.9.2 Collation of Complaints data for reports for the purposes of analysing trends and quality improvement should be de-identified to maintain privacy and confidentiality of clients and Complainants.

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