

CLIENT RIGHTS AND COMPLAINTS POLICY

TADTas is committed to promoting equal opportunity for people with disabilities, and encourages them to achieve independent living, self-sufficiency, and inclusion and integration into all aspects of society. The aim of this policy is to ensure that TADTas handles complaints and appeals fairly, efficiently and effectively. We respect and value complaints about our products, services or staff.

Complaints provide valuable feedback and a process for clients who feel they have been disadvantaged by our actions. Our clients have the right to be heard, and to have their views represented through advocates should they choose.

It is our policy to follow the principles of procedural fairness and natural justice and comply with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

<https://www.ndiscommission.gov.au/document/1081>

TADTas volunteers and staff should ensure that at all times they are working in the best interests of the client, and that the client understands and consents to all actions. The client and if preferred, an advocate for the client form part of the team that addresses the issue, and are entitled to participate in the solution process.

TADTas clients have the right to confidentiality. Each client has the right to access the information that the organisation holds about them.

With the client's rights come some responsibilities. These include working cooperatively with the TADTas volunteer and health professional, and paying TADTas the agreed cost of the aid when it is completed, or facilitating the process to claim through the NDIS. TADTas will not undertake any further work for a client who has not paid for previously delivered products.

Complaints may be made or feedback provided by:

- staff and volunteers
- participants
- members of the general public
- advocates
- family members
- carers

People making complaints or providing feedback are assured that they will be:

- Listened to, and actively involved in the complaint process where appropriate
- Provided with information about our complaint handling process
- Provided with multiple and accessible ways to make complaints
- Provided with access to advocacy and support services, as required; and
- Provided with reasons for our decisions and any options for redress or review

COMPLAINTS PROCESS

All staff and volunteers should support the client's right to complain about the services offered by TADTas if they feel they have been disadvantaged. Clients have the right to be represented by an advocate if they wish, and representations can be made in person, orally, by telephone, by email or otherwise in writing. A complaints and feedback form is available [here](#).

- The Executive Officer will promptly acknowledge receipt of complaints and any subsequent communications.
- Clients are encouraged to talk initially with the volunteer or staff member with whom they have the complaint, as appropriate depending on the nature of the complaint.
- All complaints are to be fully documented and entered into a complaints register maintained by the Executive Officer, and the case will not be closed until the person making the complaint (or their representative) acknowledges that they are satisfied with the outcome.
- If after speaking with the volunteer or staff member, the client's complaint has not been resolved to their satisfaction (or their representative's), the matter shall be referred through the President to the Board.
- Steps to be taken by the Board may include the appointment of a mediator or an arbitrator, or suggesting the client refers the matter to the Ombudsman or the NDIS Quality and Safeguards Commission. (see <https://www.ndiscommission.gov.au/about/complaints>)
- The complaints management process includes a process of continuous improvement, whereby the person making the complaint (or their representative) will be informed about changes to procedures and processes consequent upon the lessons learned through the investigation of their complaint.
- All staff and volunteers are to be appropriately trained and aware of the complaints management process

PRODUCT SAFETY AND INCIDENT MANAGEMENT POLICY

TADTas is committed to producing high quality work that conforms with all relevant legislation. It will implement quality control and incident management procedures as part of this commitment.

Our policy on the recruitment of volunteers sets out a rigorous selection and induction process that ensures our volunteers work is of a high standard, and that there is an appropriate induction in relation to client rights, including their right to report hazardous incidents and complaints about the TADTas service.

The TADTas incident management process is outlined within the NDIS participant's service agreement. All products are inspected and tested by our Technical Coordinator or another appropriate professional to ensure that they meet our high standards and the requirements of the appropriate legislation and regulations.

Our policy on the rights of clients encourages clients and their advocates to be involved in the development of products that are to meet their needs. A client complaints process within that policy ensures that any client concerns are addressed by the organisation as soon as possible.

Our policy and process for responding to requests for assistance ensures that the appropriate health professionals are involved at all times, and that the competence of the appropriate volunteer is matched with the task required.

The Board of TADTas has resolved that it will not undertake the manufacture or modification of bed rails as it considers the risk of entrapment too high. This is a blanket policy and non-discretionary.

Incident management

All staff are responsible for ensuring the safety of all participants who access our services. All incidents must be reported as per this policy. Management is responsible for ensuring that staff are trained and undertake appropriate training. Many of the participants using TADTas services are at risk of incidents and accidents.

TADTas, as a registered provider, is required to report serious incidents (including allegations) arising from the organisation's service provision to the NDIS Quality and Safeguards Commission. Reportable incidents, involving NDIS participants, include:

- Death;
- Serious injury;
- Abuse or neglect;
- Unlawful sexual or physical contact or assault;

- Sexual misconduct committed against, or in the presence of, an NDIS participant including grooming for sexual activity; and
- Unauthorised use of a restrictive practice.

TADTas seeks to minimise the risk of an incident during assessment and trials of technical solutions by having the client's health professional present at these times and a parent or carer in the case of a minor. TADTas will ensure that there is immediate management of an incident, accident or emergency in cooperation with the client's health professional.

In the event of an incident the worker or volunteer will:

- Report the incident to the Executive Officer;
- Complete an Incident Report that identifies and records details relating to the incident, i.e. people, place, time and date; and
- Provide feedback to the person reporting the incident about the actions taken, and the expected action as a consequence of the report.

The Executive Officer will determine, from the information provided, if the incident is classified as a reportable incident by the NDIS Quality and Safeguards Commissioner. A reportable incident must comply with the reportable incident reporting process. TADTas will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018. All reportable incident reports will be maintained for seven years.

<https://www.legislation.gov.au/Details/F2018L00633>

The Executive Officer will ensure that the affected participant is supported and assisted by:

- Informing them and their health provider that they have access to an advocate; if the participant does not have an advocate the Executive Officer can assist in accessing an independent advocate;
- Working with the client's health professional to review their health status to assist and support;
- Assessing the environment to ensure their safety and to prevent any recurrence;
- Provide ongoing feedback to the person reporting the incident, until such time as the matter has been resolved to the satisfaction of all parties

The Executive Officer will use the information gained from an incident to amend or implement new practices. Staff and volunteers will receive orientation in relation to incident management and client complaints as part of their orientation.