

PLAY ANYTHING

MUSIC THERAPY

FEEDBACK AND COMPLAINTS POLICY

The Feedback and Complaints Policy has been developed to:

- Establish the commitment of Play Anything Music Therapy to the rights of people with disability to have their say about the supports that they are receiving.
- Detail the Complaints Management System.
- Detail the way in which customers / families / advocates will engage with the system.

This policy applies to all team members at Play Anything Music Therapy including customers, their families and advocates.

All Australian consumers have the right to the services guaranteed in the service agreement. NDIS Participants have the right to complain if services do not meet their agreed expectations.

Play Anything Music Therapy is committed to ongoing improvement identified through feedback provided by our customers.

The complaints management and resolution system will be maintained and will be relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system follows principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

SPECIFIC RESPONSIBILITIES

Management

All feedback will be used to inform and improve our business practices.

Reasonable steps are taken to ensure that any person who makes a complaint is advised how to make a complaint to the NDIS Commission and is supported to make contact with the Commission if need be.

A person making a complaint will not be disadvantaged for doing so. Their supports will continue where possible. If they choose to engage a different provider all reasonable steps will be taken to ensure that another appropriate provider is identified and support to transition services will be provided.

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Participants

- Customers will be informed of their right to complain and how to complain when they first engage this service.
- Customers will be regularly invited to provide feedback about the supports they are receiving.
- Customers will be informed as to how to make a complaint anonymously.
- All complaints will be received and treated with respect.
- Every effort to resolve the complaint will be undertaken.
- Customers will be appropriately involved in the resolution of the complaint.
- Complaints will be managed in a timely way.
- Customers will be kept informed of progress of the complaint and proposed resolution
- Customers will be provided with the contact details of the NDIS Commission.
- Customers will be supported to make a complaint wherever needed.
- Supports will not be discontinued if a customer makes a complaint unless at the request to the customer.
- Support will be provided to a customer who wished to find an alternative provider.

NDIS Commission can be contacted on: 1800 035 544

For more information visit: <https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>

Staff

All team members will be trained in the appropriate management of complaints.

All team members will collect feedback as they complete their duties and deliver this information to management.

All team members will be informed of the expectations of the NDIS Complaints.

Management and Resolution Rules.

All team members will follow the process described below when managing complaints.