

EverAbility Group

Complaints and Feedback Policy

1. Policy Statement

EverAbility Group (EverAbility) is committed to ensuring that its stakeholders, without prejudice, are able to provide feedback, discuss their concerns and lodge complaints, if they consider that their rights have been adversely affected, or the standards of a service have not been fulfilled, or for any reason they are unsatisfied with their interaction with the organisation and/or a matter related to its operations.

A culture in which people feel safe to discuss their concerns and complaints supports the continuing improvement of our service. Where appropriate, workers are empowered to respond to complaints with the least formality possible and to seek a resolution at first contact which, if achieved, are considered low-level complaints.

Workers must provide our clients and their supporters with information about EverAbility Group feedback and complaints processes when they first access the service. Throughout service delivery, workers must remind clients and their supporters of their right to make a complaint without fear of it affecting their service. Any other person wishing to lodge feedback, or a complaint must also be provided with this information.

To ensure consumers understand their right to make a complaint and how to make a complaint, workers must provide information to them and their supporters in ways that suit their individual communication needs.

2. Complaint Lodgement

You can lodge a complaint at no cost using any of the following methods:

By phone

- Main switchboard: 08 9311 8202
- Feedback line: 08 9311 8219

In accessible formats

- Face-to-face communication

- Print
- Braille
- Audio
- Electronic formats

By email

EverAbility Group

- feedback@everabilitygroup.org.au
- childsafety@everabilitygroup.org.au

Kites Therapy Tasmania

- feedback@kitestherapytas.org.au

Kites Therapy WA

- feedback@kitestherapy.org.au

Guide Dogs WA

- feedback@guidedogswa.com.au

Guide Dogs Tasmania

- feedback@guidedogstas.com.au

VisAbility WA

- feedback@visability.com.au

VisAbility Tasmania

- feedback@visabilitytas.com.au

Online websites

Submit feedback or a complaint through:

- EverAbility Group - [Feedback and Complaints](#)

- VisAbility WA - [Feedback and Complaints](#)
- VisAbility Tasmania - [Feedback and Complaints](#)
- Guide Dogs WA - [Feedback and Complaints](#)
- Guide Dogs Tasmania - [Feedback and Complaints](#)
- Kites Therapy WA - [Feedback and Complaints](#)
- Kites Therapy Tasmania - [Feedback and Complaints](#)

3. Feedback Lodgement

Additional to the methods above, EverAbility further encourages its stakeholders to provide feedback, comments and suggestions about its services and operations via the following unsolicited and solicited means:

- suggestion boxes at its offices.
- client consultations and surveys;
- routine service delivery evaluations; and
- during external assessment audits.

4. Reporting and Monitoring

EverAbility will maintain a central and secured register, which for confidentiality purposes is separate from the Client Management Database. All feedback, comments and complaints are recorded in the register.

Regular reports of complaints are produced from the register. Report details to include the overall number of complaints within each designated period and for each complaint; a summarised version, the number of days to resolve and any responding quality improvement measures introduced.

These reports will be reviewed by the Executive Management Team and regularly submitted to the Board Audit and Risk Committee of the Board.

5. Responsibilities

Effective complaint and feedback management requires a whole of organisation approach with accountability for reporting and feedback at all levels. EverAbility

seeks to ensure that complaints and feedback are appropriately recorded, reported, and managed.

Workers are expected to contribute to a culture that:

- welcomes complaints and feedback;
- manages complaints and feedback in a timely, respectful, consistent, and transparent manner;
- supports persons throughout the feedback and complaints process;
- ensures that complaints and feedback are managed with procedural fairness.

6. Principles

To protect the rights of both the complainant and respondent, the complaints process will:

- require mutual respect and courtesy from all parties;
- be applied with flexibility and accessibility required to meet the diverse needs and preferences of people with a disability. This includes consideration of any sensitivities, beliefs, or practices of people from culturally and linguistically diverse backgrounds (including First Nations) and/or diverse sexual orientation and gender identity.
- support stakeholders and, if needed, assist them to provide their complaint or feedback;
- provide complainants the opportunity to have others present or advocates for support. This could be parent, guardian, advocate, or other support person (there must be a representative present if the person providing feedback is a child)
- assure complainants that as a consequence of making a complaint, they will not be disadvantaged from receiving ongoing or future requested services;
- be managed independently and with procedural fairness;
- be managed confidentially;
- respond promptly with first contact within two business days; and
- until the complaints process is closed out, keep the complainant informed of its progress, at regular intervals of at least ten business days.

7. Unreasonable Complainant Conduct

EverAbility encourages all feedback and promotes complaints as a valuable way of continuously improving its services. In most cases, complaints and feedback are handled in a respectful, cooperative, and positive manner, where both parties abide by the principles and process to achieve a satisfactory resolution.

In the unlikely instance where the conduct of a complainant is assessed by the CEO, or their delegate, to be unreasonable and/or detrimental to the health, safety, and wellbeing of its workers, EverAbility's range of responses may include:

- limiting a complainant's access to EverAbility and its workers;
- declining to accept a complaint;
- closing a complaint and taking no further action;
- suspending a complainant's relationship With EverAbility;
- permanently disengaging with the complainant; and
- reporting the complainant to a relevant external agency or company

In such circumstances, EverAbility will offer to facilitate the complainant's contact with an independent regulatory complaints authority and/or an advocacy organisation.

8. Internal Escalation

Complaints will be assessed by EverAbility and managed at the most appropriate organisational level. Any complainant unsatisfied with the outcome of an investigation conducted by EverAbility, may request the complaint's escalation to the CEO for review to ensure the correct process was followed and outcome suitable. Following the CEO's review, any complainant who remains unsatisfied with EverAbility's response and outcome, may request a review by the Board of Directors.

9. External Agency or Mediator

External Agencies and Organisations

If the complainant prefers not to complain directly to EverAbility or has completed EverAbility's internal complaints process and remains dissatisfied, EverAbility will

assist them to contact an appropriate independent authority or advocacy organisation.

Australian Human Rights Commission (AHRC)

Purpose: Complaints regarding discrimination and breaches of human rights.

Phone: 1300 656 419 (National Information Service).

Email: infoservice@humanrights.gov.au

Website: [AHRC website](#).

The Australian Health Practitioner Regulation Agency (AHPRA)

Purpose: complaints about health practitioners and students.

Website: [AHPRA website](#).

Health and Disability Services Complaints Office Western Australia

Phone: 08 6551 7600

Free call: 1800 813 583

Email: mail@hadsco.wa.gov.au

Health Complaints Commissioner Tasmania

Phone: 1800 001 170 (free call from a landline nationally, but call charges may apply from a mobile phone or a pay phone)

Email: health.complaints@ombudsman.tas.gov.au

Blind Citizens WA

Phone: 08 6180 8938

Email: admin@bcwa.org.au

Blind Citizens Australia

Phone: 1800 033 660

Email: bca@bca.org.au.

For Children

Early Childhood Early Intervention Partner or Local Area Coordinator

Contact your Early Childhood Early Intervention Partner or Local Area Coordinator.

Association for Children with Disability Tasmania

Phone: 03 6231 2466

Email: admin@acdtas.com.au

Developmental Disability WA

Phone: 08 9420 7203

Email: ddwa@ddwa.org.au.

For People Aged 65 Years and Over or Receiving My Aged Care Funding

Older Persons Advocacy Network (OPAN)

Phone: 1800 237 981

Aged Care Quality and Safety Commission

Phone: 1800 951 822

Email: info@agedcarequality.gov.au

For People Under 65 Years or Receiving NDIS Funding

Local Area Coordinator or Coordinator of Supports

Contact your Local Area Coordinator or Support Coordinator.

National Disability Insurance Agency (NDIA)

Phone: 1800 800 110

Website: [NDIS website](#)

NDIS Quality and Safeguarding Commission

Phone: 1800 035 544

Website: [NDIS Commission website](#).

10. Promotion and Provision

The Complaints and Feedback Policy, which describes how a complaint may be lodged, will be:

- available via the organisation's website,
- included in any documents or information provided to new clients;
- promoted within EverAbility's client newsletter on an annual basis; and
- provided in alternative formats on request.

11. Reviewing

The Complaints and Feedback Policy will be reviewed every 2 years.

Any identified changes to the Complaints Management Process will be implemented as required.

12. Continuous Improvement Practice

Feedback and complaint review includes identifying, monitoring, and acting upon trends and systemic issues identified through the analysis of feedback and complaint information.

The purpose of analysing feedback and complaint data is to learn from patterns, to safeguard the safety and wellbeing of individual clients, as well as improve the quality of supports.

Complaints and feedback will be used to inform the ways in which EverAbility can implement improvements and these actions will be recorded and monitored in the Continuous Improvement Register.

13. Compliance

EverAbility will ensure that its complaints management and resolution system is compliant with applicable instruments, including (at the time of writing):

- NDIS (Complaints Management and Resolution) Rules 2018
- Aged Care Quality Standard 2019 - Standard 6
- National Standards for Mental Health Services 2010 - Standard 1
- International Guide Dog Federation Standards 2020 - Client Service Principles;
- Assistance Dogs International Standards of Administration 2021 - Section 1.13

Complaints Management Requirements

EverAbility's complaints system will be:

- easy to use;
- available and accessible;
- supportive, including access to advocates
- responsive and timely;
- fair and impartial; and
- regularly reviewed and improved.

The system will:

- acknowledge, assess, and respond to complaints;
- involve complainants throughout the process;
- keep complainants informed of progress;
- maintain appropriate confidentiality;
- provide information about relevant external review bodies; and
- allow a complainant to request review by the Board where a complaint cannot be resolved at a lower organisational level.

Complainants will be assured that they will not be disadvantaged from receiving ongoing or future requested services, for making a complaint or providing feedback.

Open Disclosure

EverAbility will encourage open disclosure and continuously improve its services through:

- complaint analysis;
- stakeholder feedback;
- open discussion; and
- communication with clients and their representatives.

Where an incident causes, or may cause, harm, EverAbility will communicate openly with the affected client and/or their representative.

Harm may include:

- physical harm;
- psychological harm;
- social harm;
- impairment;
- suffering;
- injury;
- disability;
- loss of quality of life; or
- death.

Further information is available in **the Aged Care Open Disclosure Framework and Guidance** document on the Aged Care Quality and Safety Commission website: [Aged Care Open Disclosure Framework and Guidance webpage](#).

14. Relevant Resources

This Policy should be read in conjunction with all related policies and protocols, including the:

- Service Delivery Policy

- Privacy, Dignity and Confidentiality Policy
- Complaints Process and associated reference material as documented in EverAbility's process management system

15. Policy Management and Review History

Owner	Manager Corporate Governance and Risk
Approver	Board
Frequency	2 Years
Version	7
Date Ratified	May 2025
Next Review	May 2027

Review History

- v7.0 2026 (June) updated document owner and review frequency from annual to every 2 years following Board approval in April 2026. Applied accessibility and formatting improvements.
- v6.0 2025 (May); v5.0 2025, v4.0 2024, v3.0 2023, v2.0 2022; v1.0 2020.
- This policy supersedes – External Stakeholder Complaint Management Policy, External Stakeholder Feedback Policy.