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YR SPACE Complaints Resolution Policy

RATIONALE:

Users of YR SPACE are free to raise and have resolved any complaints or disputes they may have regarding the service provider or the service.

AIMS:

- To ensure that complaints and disputes are addressed promptly, fairly and respectfully without compromising services to the individual.
- To ensure users or their advocate involved in the complaint and any other affected person are appropriately involved in the resolution of the complaint and kept informed of the progress of the complaint including any action taken, the reasons for decisions made and options to have decisions reviewed.
- To establish a system that clearly identifies the roles and responsibilities of the various levels of management when dealing with a complaint.
- To ensure that all users of YR SPACE and all staff are made aware of the processes involved for reporting and dealing with a complaint.
- To comply with the standards for Disability Services in Victoria
- To comply with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- To increase program user awareness of the role of the Disability Services Commissioner (Vic).

DEFINITION:

Based on National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, broadly speaking, a complaint is an expression of dissatisfaction with an NDIS support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.

A general expression of concern is not defined as a complaint, nor are appealable matters.

IMPLEMENTATION:

- Users are defined as the children and adolescents enrolled in YR SPACE and their representative e.g. parents and carers and any other individual or advocate who may be involved in their wellbeing.
- Users will be given information about how they can make a complaint at the time of enrolment and at other times if they request it.
- A full copy of this policy will be given to a user or their representative on request or at the time of making a complaint.
- If a complaint is made directly to a Disability Support Worker it will be referred directly to the YR SPACE Manager without that staff member commenting on the issue.

All complaints are to be:

- Registered and recorded by the YR SPACE Manager including details of outcome.
- Investigated and otherwise acted upon.
- Resolved at the local level as far as is practicable.
- Referred to an external body when appropriate i.e. NDIS Quality and Safeguards Commission or the Disability Services Commissioner. Steps for this process are included in the YR SPACE Complaints Information and Guidelines.
- The result of consultation monitored.
- Detailed and included in the Annual Complaints Return to the Disability Services Commissioner (Vic)

Complaints may be dealt with in an informal manner in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from a lack of or unclear communication

Formal processes will be used when informal processes are unresolved, a complainant seeks a formal process or the Governing Body, APO or other interested party believes that the complaint warrants formal investigation.

The formal process involves:

- Investigating the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing providing the opportunity for a written response.
- Dismissing or accepting the complaint. Acceptance may involve DET, NDIS, verbal or written warnings, conciliation or counselling etc.
- Preparation of a detailed confidential report.
- Monitoring the outcome of any action taken.

An internal process for managing complaints will be followed – refer to flow chart.

All reasonable steps will be taken to ensure that users are not adversely affected by making a complaint

All staff will be made aware of this policy and the processes of dealing with a complaint

Parties dissatisfied with the process can appeal to the previously mentioned external agencies.

All matters must be treated with utmost confidentiality and professional respect at all times.

The Governing Body (and School Council President) will be kept informed of all complaints.

All users of the service will be advised about and have full access to this policy.

EVALUATION:

Policy review and approval Policy last reviewed: September 17, 2025

Approved by: Janet Taylor, APO.

Next scheduled review date: This policy will be reviewed on a 3 yearly cycle or more often if necessary due to changes in regulations or circumstance.

COMPLAINTS RESOLUTION FLOW CHART:

Attached.

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COMPLAINTS RESOLUTION FLOWCHART

