



#### **4. Consultation, Continuous Improvement and Complaints Policy**

## **4. Consultation, Continuous Improvement and Complaints**

**4.1** Consultation

**4.2** Continuous Improvement

**4.3** Complaints

## **4.1 Consultation**

### **Objective**

Camp Kiah is committed to consulting with the children/young people who attend Camp Kiah, and their families, friends, carers and advocates about its services, and involving them in decisions about the design and delivery about the services they use.

Children/young people that attend Camp Kiah are assumed to have capacity to determine their own best interests and make decisions that affect their own lives and will be supported to maximise their choice and control over matters that affect them. Children/young people will be supported to develop their capacity to make independent decisions.

Camp Kiah acknowledges and respects the role of families, carers, and other significant persons in the lives of children/young people that attend camp. With the consent of the child/young person and/or their representative, consultation occurs with them and their family or other relevant members of their care team on decisions that impact them.

All reasonable steps will be taken to maximise engagement and consultation with service users including providing information in different formats and seeking input in indifferent ways.

### **Procedure**

Camp Kiah will rely on advice from children/young people and their families to determine how often general communication is needed for each person and the preferred communication method.

Camp Kiah will communicate with children/young people and their families about important changes or events in their life and do so as soon as practicable. This will be achieved through email communications. Children/young people, their families and other relevant members of their care team can provide feedback and have genuine input towards improving practice. This feedback can be provided to the relevant Program Coordinator or the General Manager. This input will be time stamped and responses will be provided that will communicate the time frame required to implement these changes as well as the expected outcome from implementing these changes.

Where there is an opportunity for consultation on changes to services, a review of services or designing a new service, Camp Kiah will actively seek the involvement of children/young people accessing camp and their families.

Camp Kiah will support their participation by -

- Inviting people to participate in the consultation, covering any costs incurred to participate
- Explaining the scope of the work and being open about any limitations
- Offering information in a range of formats to ensure accessibility
- Tailoring information and engagement formats to the audience i.e., age, literacy, culture, interest
- Allowing appropriate time for engagement and involvement
- Providing feedback on how any information is used and the outcomes of the consultation, no later than two weeks after the consultation has been completed

- Acknowledging people's contribution in any public information.

Consultation processes need to be flexible and respond to the needs of children/young people, families, carers, and advocates. This may include meeting after hours and/or the use of alternative formats. If a consultation process identifies issues of concern or a complaint, the person should be supported to address this according to the relevant policy and procedure. **See 4.3 Complaints Policy**

### **Staff Responsibilities**

All staff are responsible for supporting children/young people to identify who could be involved in any consultation process such as family, carers, case managers, advocates etc.

All staff are responsible for supporting children/young people to maximise their choice and control and develop their capacity to make independent decisions.

Management is responsible for ensuring staff have sufficient skills, knowledge, and ability to implement this procedure.

Management is responsible for encouraging children/young people, family, carers, care teams, advocates, and staff to participate in consultation on specific issues, contribute to policy development and participate in quality evaluations when these arise.

### **Reporting of Consultation**

Written reports must be provided on any formal consultation. Reports must be provided by the facilitator of the consultation to the General Manager, who will then report to the Committee on the involvement of children/young people and their families in any formal consultations. This is part of Camp Kiah's commitment to continuous improvement.

### **Review and Evaluation**

People who participate in consultations should be invited to provide feedback on the consultation process. This feedback shall be collated and provided to the Committee. This evidence of evaluation will be presented in the format of;

- Quarterly surveys sent to young people and families
- Therapeutic team feedback recordings each group program
- Internal audit processes involving calls to families and staff

## **4.2 Continuous Improvement**

### **Objective**

Camp Kiah is committed to continuous service improvement. Continuous improvement requires a deliberate and sustained effort and a learning culture. It is results-driven with a focus not only on strengthening service delivery but also on individual outcomes. This policy guides the design and delivery of services and ensures Camp Kiah maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement.

Camp Kiah aims to do this by ensuring the following –

- All services provided to children/young people and all processes and procedures undertaken by staff are the best they can be.

- Services are regularly reviewed and measured for quality and effectiveness.
- Staff and children/young people are encouraged to provide feedback on how to improve service delivery.
- The children/young people accessing Camp Kiah should be involved in all decision-making processes that affect them.
- A learning culture of quality of the organisation ensures all staff, regardless of their role, contribute to service quality and quality management.
- Planning, resource allocation, risk management and reporting are critical for continuous improvement and part of an integrated approach that supports Camp Kiah's mission and vision.

Camp Kiah acknowledges that the children/young people accessing camps, as well as their family and carers can provide valuable insights about the effectiveness of services, highlight any gaps/or issues that arise and provide ideas for improvements and innovation.

Camp Kiah is committed to innovation, high quality, continuous improvement, contemporary best practice, and effectiveness in the provision of support to all children/young people accessing Camp Kiah's services.

### **Procedure**

Camp Kiah recognises the valuable role that children/young people, as well as staff play in improving services and outcomes.

### **Planning and Support**

The Managing Director analyses internal and external environments to understand the broader Social and Community Services sector, Disability sector and contemporary services. This includes planned engagement with children/young people accessing camp and other service users to understand their needs and expectations and ensure a person-centred approach. Service users can include staff, families, carers, guardians, advocates, and other relevant parties as appropriate.

Camp Kiah uses a range of processes to proactively identify and recommend improvement opportunities including:

- Strategic planning
- Organisational planning
- Day to day service delivery and interaction with each other and with children/young people accessing camp.

Children/young people accessing camps as well as families, carers, advocates, and all staff are encouraged to speak up at any time and raise any concerns they have as well as provide their service improvement ideas on organisational processes, procedures, and systems.

The Managing Director is responsible for the development of operational plans relevant to their area of responsibility. The development process should include deliberate effort to identify opportunities for improvement.

### **Internal Audit**

The General Manager will oversee the Internal Audit process. It will be maintained using a spreadsheet which will outline the areas to be reviewed monthly, bi monthly, quarterly and yearly.

This will be presented to the committee during bimonthly committee meetings.

It will not be the task of the General Manager to complete all tasks pertaining to the internal audit process, however they will check in with each responsible staff member during Program Meetings, OHS meetings, Management meetings, Therapeutic Meeting and by interacting with Participants, Families and Young People regularly.

A copy of the spreadsheet will be able to be found in 8. Camp Kiah templates and Documents

### **4. 3 Complaints Policy**

#### **Objective**

Camp Kiah staff are responsible for creating a safe, stable, loving, caring, and nurturing environment for both themselves and the children/young people staying in the camp location.

Camp Kiah values complaints from children/young people, families, carers, service providers and regulators to ensure people are treated fairly when they use Camp Kiah's services.

Complaints are an important source for feedback that can help improve the way the organisation runs and supports young people and their families.

Everyone has the right to complain. This policy is to ensure that staff are confident in dealing with complaints honestly and fairly as well as reporting inappropriate behaviour around children and young people.

**The Camp Kiah Complaint Form can be located in 8. Camp Kiah Templates and Documents and will be uploaded to our website in the coming months (Feb 2023)**

#### **Procedure**

Complaints do not need to be serious issues. Trivial matters, if left unaddressed may result in more serious issues down the track. For this reason, the complaints policy supports all staff and young people to have a voice. It is important that all complaints are handled with discretion, promptly and allow the complainant to feel heard, understood and seen.

#### ***Making a Complaint***

##### **Complaints from Children and Young People Accessing our Service**

When children/young people attend camp, they will be made aware of their right to complain by the Program Coordinator.

It will be explained to them in an age-appropriate manner that complaints can be made in relation to -

- Reportable conduct
- Inappropriate conduct
- Inappropriate behaviour
- Operational systems
- Staff members
- Other campers

They will be provided with the **Complaints Policy Easy Read** and be alerted that those complaints can be made verbally with assistance from someone within our organisation or their care team.

If a child/young person wishes to talk to a staff member within Camp Kiah to make a complaint, that staff member is responsible for writing it down and following the Complaints Policy and Procedure. The complaint information is private and must not be shared with people outside of the complaints process.

### **Making a complaint directly with the NDIS Quality and Safeguards Commission**

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.

The NDIS Commission can take complaints from anyone about:

NDIS services or supports that were not provided in a safe and respectful way  
NDIS services and supports that were not delivered to an appropriate standard  
how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

You can make a complaint to the NDIS Commission by:

phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

National Relay Service and ask for 1800 035 544.

completing a complaint contact form .

For information about making a complaint, visit the NDIS Commission website .

### **Advocacy support for making a complaint**

An independent disability advocate is a person who:

- is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with disability
- provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them

- acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights
- is free of relevant conflicts of interest.

The *National Disability Insurance Scheme Act 2013* Act acknowledges the important role of advocates (including independent advocates) and other representatives of persons with disability; and requires registered NDIS providers to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives of persons with disability who are affected by complaints or incidents and who wish to be independently supported in that process by an advocate or other representative.

**How a disability advocate could help** - Participants and their care teams may choose to have an independent disability advocate speak, act or write on your behalf. It is their job to assist you to exercise choice and control and to have your voice heard in matters that affect you.

**Finding an advocate** - You can find an advocate using the [Disability Advocacy Finder](#). Please note that you cannot access the Disability Advocacy Finder using an Internet Explorer browser. Compatible browsers include Microsoft Edge or Google Chrome.

### **Staff Complaints**

Staff may make complaints through Management, directly to the Managing Director, General Manager, Program Coordinator or via their allocated Staff Representative attending the bi-monthly Committee Meeting.

- Staff will be informed of their rights regarding complaints and be given a copy of the Complaints Policy upon staff induction and sign up.
- Staff may use their supervision sessions to raise complaints and receive feedback about complaints if they so choose.
- Staff are encouraged to make their complaint via email/in writing. However, complaints can be made verbally in person to the Managing Director, General Manager, Program Coordinator or Committee member.

### **Receiving the Complaint**

Complaints are to be made in writing or verbally to the Program Manager for the program that the complaint relates to. A Camp Kiah complaints form can be emailed to you, and will soon be available on our website to download and complete.

Where the complaint is in relation to the Program Manager, the complaint is to be made in writing to the General Manager – [ashleigh@campkiah.com.au](mailto:ashleigh@campkiah.com.au)

Where the complaint is in relation to the General Manager the complaint is to be made to the Managing Director – [laura@campkiah.com.au](mailto:laura@campkiah.com.au)

When a complaint is made –



- The person receiving the complaint is required to confirm with the complainant that they would like them to action the complaint as per the Complaints Policy.
- Upon confirmation, the person receiving the complaint is required to approach their management and request support in investigating the complaint.
- This is to be communicated with the complainant via writing, outlining what they can expect from the complaint management process, within one week of receiving the complaint.
- All complaints are to be handled by two staff, neither of which may be involved in the complaint.
- All complaints must be entered into the **complaint register**, containing the following information -
  - Title of the complaint
  - Name of complainant
  - Status of complaint
  - Description of complaint
  - Type of complaint
  - Actions taken to investigate and resolve the complaint
  - Date complaint received
  - Date complaint resolved

#### **Triage, Reportable Conduct Assessment, Risk Assessment**

- The two staff handling the complaint will complete a risk assessment to determine if the complaint involves reportable conduct, abuse, or criminal behaviour.
  - In the event that it does involve any of these – the Child Protection Policy is initiated, and the complaint is assessed as part of that process.
  - Where this is not the case, the complaint will be handled by Management.
- A risk assessment will be completed to ensure the safety of all staff and young people in the care of Camp Kiah
  - This risk assessment will be completed within two working days of the complaint being received.
    - Risks identified will be immediately addressed by the staff completing the risk assessment.
  - The risk assessment template can be found in Camp Kiah templates and documents.

#### **Assessment of the Complaint**

- The staff identified as handling the complaint will create a preliminary plan of ensuring that they ascertain information from all involved parties to obtain a resolution.
- Together they will contact relevant staff, children, young people, witnesses, and others deemed relevant to collect required information within two working days.
- Provided with this information they will then assess the complaint. If the complaint is substantiated, they will document and update the plan as required on how to resolve the complaint.

#### **Response to the Complaint**

- The staff handling the complaint will respond to the complainant within two working days from the assessment by organising a meeting with each concerned party. They are the most appropriate people to speak with regarding the complaint. This meeting will;
  - Outline the nature of the complaint received
  - The current assessment
  - Areas where further information is required
  - Minutes will be taken and provided to all involved within one working day of the meeting occurring.
  - Ensure that all parties are permitted to have a representative attend with them to ensure that they understand the meeting and are fairly represented during the meeting. Where a young person is involved, they may choose their representative, as well as their legal guardian being permitted to attend with them.
- If someone cannot attend the meeting, they will be provided this information in writing and permitted two working days to respond.
- Following the meeting, or the receipt of feedback, the staff handling the complaint will action the resolution.

### **Resolution of the Complaint**

- Following the response meeting/information sharing, the staff handling the complaint will determine the actions required to resolve the complaint and share these with all parties involved.
- All involved will be required to complete their required actions as a result of the complaint in a timely manner, ensuring that they confirm documentation of actions with staff handling the complaint.
- Any corresponding actions, continuous improvement strategies or requirements of Camp Kiah will be entered into the register and used for future planning.
- All complaints will be responded to in writing. A final copy of the complaint resolution is provided to the complainant, the Managing Director, and the Committee.

If a complainant is unhappy with the outcome, they will be referred to the Ombudsman to carry out the process externally. Information for starting a complaint with the ombudsman can be found at - <https://www.ombudsman.vic.gov.au/complaints/>

It's ok to complain! Resource will be available on site at camp locations.

### **Assisting a child/young person to make a complaint that is not internal to Camp Kiah**

- Camp Kiah staff will be familiar with the ways that young people can make complaints within the Department of Health and Human Services.
- Where applicable, Camp Kiah staff will refer the young person to their Care Team for support surrounding a complaint regarding another service.
- Using the below resource, Camp Kiah staff will sit with young people who are experiencing difficulties or are unhappy with a service and support them to complain.
  - <https://www.dhhs.vic.gov.au/making-complaint-children-and-young-people-out-home-care>