

Australian College of Care Workers

Standard on Complaint Handling

Purpose

The Australian College of Care Workers' Registration and Association is committed to providing excellent customer service through our continuous improvement process. Complaints handling is part of our commitment to the Continuous Improvement process. Feedback is welcomed to help us improve our Registration and Association services.

The purpose is to listen to the concerns raised, respond to complaints promptly, sympathetically and impartially to improve our processes, systems and service.

Scope

Registration and Credentialing qualifications of Care workers is to register and ensure Australians in residential aged care services, mental health, disability, community and other related care services and facility have access to safe care practices and risk from harm by all Care Workers. Australian College of Care Workers (ACCW) are committed to delivering high standards of accountability in business and addressing concerns that relate to care delivery services.

While this policy relates to the management of complaints specifically, feedback of any type is welcome at The College of Care Workers (ACCW). The ACCW reviews and notes all feedback, complaints and compliments and uses this information to improve our services.

This policy **does not** cover concerns about the delivery of care and the performance or conduct of a Care Worker. There are different processes for making a complaint about a health practitioner to AHPRA, about elder abuse and assault, health workers, and care workers. The following can be done for:

- A notification about a health practitioner can be made to <https://www.ahpra.gov.au/Notifications/Raise-a-concern.aspx> link on the AHPRA website (www.ahpra.gov.au).
- Elder abuse and assault can be made by the <https://agedcare.health.gov.au/ensuring-quality/aged-care-quality-and-compliance/guide-for-reporting-reportable-assaults>.
- Health Worker can be made to <https://hcc.vic.gov.au/make-complaint>
- Care practices <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>
- Australian College of Care Workers Concern(s) / Feedback <https://form.jotform.com/83112106963956>

Responsibility

The Board of Directors will assume the overall responsibility for ensuring that complaints are managed appropriately. Making a complaint under this policy does not take away from any other rights a complainant may have in relation to Australian College of Care Workers.

Reporting

Australian College of Care Workers will report on de-identified complaints in its annual report and on its website.

An independent Complaints officer will be appointed and oversee that all complaints are appropriately referred to the right complaints scheme authority to ensure it is addressed and resolved in a timely manner.

A register of complaints, feedback, comments and compliments will be maintained and reported on actions, or outstanding complaints are tracked and resolved in a timely manner.

Review and consultation

This policy commenced in August 2019.

This policy is reviewed at least every two years to ensure that it continues meet the needs of our organisation as well as the relevant policies.

When reviewing this policy, we consider feedback received from care workers, members of the public and staff. We also undertake consultation with legal advice and Board members to obtain suggestions to improve this policy.

Complaint Management Principles

Our complaints management policy is based on the following principles.

Principle	This means
Accessibility	<ul style="list-style-type: none"> • We will publish information about our complaints policy and how to make a complaint and it is easy to find. • We will provide people with a range of contact options to make a complaint. • We will assist people to make a complaint when assistance is needed. • We will recognise that some people have particular needs or vulnerabilities and provide a complaint service that accommodates the requirements of all people. • We will communicate with people in a way that suits the person. • We will encourage people to give us their feedback about our decisions, policies, procedures and service.
Understanding	<ul style="list-style-type: none"> • We will understand and acknowledge that the issue raised is important to the person making a complaint. • We will talk to the person raising the concern • We will demonstrate that we have understood the concerns raised. • We will ask how people would like their concern to be resolved. • In our response we acknowledge and consider a person's feelings as valid and important.
Responsiveness	<ul style="list-style-type: none"> • We will have systems in place that identify how complaints are assessed, allocated and escalated when appropriate. • We will adhere to all required complaints management time frames and when this isn't possible, we contact to people to let them know a revised time frame and provide an explanation for the delay. • We will empower our staff resolve complaints as quickly and efficiently as possible. • We will acknowledge that methods for dealing with complaints will differ depending on the circumstances and allow flexibility to resolve a complaint in a way that is appropriate in the circumstances.
Transparency	<ul style="list-style-type: none"> • We will talk to people about what is and isn't possible during the complaints management process and explain why. • In our acknowledgement of a complaint we will provide information about what to expect and when, while ACCW investigates their complaint or feedback related to Australian College of Care Workers. • We will provide a full explanation to people of the reasons for our decision regarding their complaint. • During the complaints process we will review what information we have previously provided to determine if there is any further

	<p>information, we could provide to a person to better help them understand our decision, processes or policies.</p> <ul style="list-style-type: none"> • We will be open about our processes and our management of a matter and seek to demonstrate how we act in the public interest when we respond to a complaint. • We will have an open, constructive and responsive relationship with other authorities if needed, such as the National Health Practitioner, Ombudsman and Privacy Commissioner.
Fairness	<ul style="list-style-type: none"> • We will deal with concerns raised to us in a spirit of resolution rather than defensiveness. • We will offer an explanation and an apology when a mistake is made. • We will offer to people that their complaint can be dealt with by an independent officer. • We will be impartial in our management of all concerns raised about Australian College of Care Workers. • We will advise people of their options to escalate their complaint if they remain concerned and help do so if this is needed. • We will offer our members an opportunity to respond to any allegation made about them personally.
Improvement	<ul style="list-style-type: none"> • We will have well established procedures to identify and report issues about our service delivery, policies and procedures during the management of a complaint. • We will regularly review data captured from the complaints process to identify thematic issues. • We will ensure that any identified problems with our systems or service delivery are followed up and required changes are implemented. • We will encourage learning from complaints to improve our services.
Accountability	<ul style="list-style-type: none"> • We will appropriately resource our complaints management framework and Board members of ACCW given training and support to effectively manage complaints. • We will identify, measure and report on Key Performance Indicators (KPI's) to ensure that we are providing a quality service. • We will report publicly on our complaints handling performance in our annual report and other documents as appropriate. • We will undertake a review of our complaint's management data at least every 12 months so that we can evaluate our performance. • We will review our complete Complaints Management Framework every two (2) years to ensure that it is still fit for purpose.

Complaint

Any expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person.

Timeframes

It is our aim to acknowledge and respond to complaints as quickly as possible. We expect to acknowledge and respond to complaints within the following timeframes depending on the complaint will be between 3-5 or 30 business days. If we are unable to meet the above timeframes for response, we will contact the person who made the complaint to provide an explanation as well as an expected date that we will be able to respond to the complaint.

Compliment

Any expression of satisfaction.

Feedback

Any suggestion for improvement or identification of a deficiency where it is clear that a specific response or resolution may not be required nor expected.

Notification

A notification is the process of providing information about the professional conduct, professional performance of health workers, or care workers or student to the relevant legal authorities. Any person or organisation can make a complaint if they believe that an individual health worker or care worker may be putting the public at risk.

Query

A question or request for further information about the registration, operations, delivery of service, a policy or a procedure. ACCW will record data about queries as part of our frontline service delivery.

How to make a complaint

If you have a concern about our services, compliment or actions or the application of a policy please make contact with the staff member who had responsibility for managing your matter. If the allocated staff member is unable to resolve your concern to your satisfaction the next step is to contact our National Complaints Management Team, you can do this by email info@careworkers.org.au or phone 1300

Mailing a complaint to: The Board of Members, Australian College of Care Workers G.P.O. Box 85, Northcote, 3070

We acknowledge the above policy is based partially on AHPRA Complaints Handling Policy