

# Music Rocks Australia Complaints Management and Resolution Policy for NDIS participants

## Foreword

The policies and system to support people with a disability who are provided services by Music Rocks Australia will be set out in this document to be adhered to by all staff, volunteers and management. The system relates to the care and communication for complaint resolution so that people with a disability and everyone associated with them, are cared for and looked after in a manner that directly demonstrates our mission for remarkable service delivery and the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 as set out by the Commissioner.

The schedule for complaints is aimed to protect and prevent harm to people with disability and to uphold the rights of people with disability, to live free from abuse, neglect, violence and exploitation. Importantly, supporting people with disability to understand how to make a complaint to the provider and to the NDIS Commissioner are at the forefront of Music Rocks Communication and documentation.

In addition to addressing specific issues, the complaints system will enable Music Rocks to identify systemic issues and make improvements in the quality of our NDIS supports and services, ensuring Music Rocks Australia is responsive to the needs of people with disability through the timely resolution of issues and promotion of continuous improvement as set out in the National Quality and Safeguarding Framework.

## Guidelines and Policy

### How to make a Complaint?

Any person can make a complaint to Music Rocks Australia about our services easily and quickly, with highly visible communication, instruction and staff availability.

Upon entry to our programs, a series of documents is sent to the person with a disability and all providers and people associated with the person via email. These documents include a service agreement (Appendix A) that includes information for how to make a complaint. The 'entry email' (Appendix B) also supplies information on details for the complaint process too.

The Music Rocks Australia website ([www.musicrocks.com.au/ndis](http://www.musicrocks.com.au/ndis)) also contains links and pages not only providing the contact details to make a complaint but communication that reassures any person with a disability in making a complaint. Description of what the aims are for their benefit and the details to make a complaint directly to the Commissioner are also listed.

The contact details include both email ([admin@musicrocks.com.au](mailto:admin@musicrocks.com.au)), website ([www.musicrocks.com.au/contact](http://www.musicrocks.com.au/contact)) and phone (08) 9275 2111 access. In-person contact is available as sometimes face to face might be the best way to initiate the complaint, and this may be done during service delivery or coming to our offices during office hours. Importantly our phone number is staffed during office hours and will be answered if the message is after hours given twenty-four hours' notice. This may be important for people with a disability who may be better at talking rather than writing or typing, and vice versa for those to communicate via text who are less able with speech.

## **Resolution**

To ensure appropriate support and assistance is provided to any person who has made a complaint, the initial response does depend on how the complaint was received.

### ***Acknowledgement and Simple Motion***

The aim will always to be to resolve the complaint upon the advice of the complainant straight away. In all circumstances where the complaint isn't deemed serious by a staff member and the complaint is made in person, the resolution on the advice of the complainant will be immediate and agreed upon. The staff member will listen to the complaint, reassure and then come up with the solution by discussion and take any simple action required. Part of this process will be to offer a range of options for the complainant to consider. After agreement is made, the staff member will email or phone the management team to let them know the complaint and resolution details agreed upon. That Manager or Director will then add the complaint and resolution to the complaint register (*Appendix C*).

For every complaint, the register will be updated with the following:

- information about complaints;
- any action taken to resolve complaints;
- the outcome of any action taken.

The register will be kept in an online location that is accessible to all the management team and be able to be edited by those people in real-time. The register will be retained for no less than seven years duration.

The aim always will be to act quickly, follow through with action that is agreed upon, making sure any promises made are kept. Follow up to assess the satisfaction of the action taken will also be implemented by the management team or the staff involved.

If no resolution is agreed upon or the staff member deems the complaint serious enough, the staff member will acknowledge the complaint and reassure the complainant that the issue will be briskly dealt with by the management team. Currently the management team at Music Rocks consists of a senior ensemble director, and operations manager and a director. Each are available and contactable on [admin@musicrocks.com.au](mailto:admin@musicrocks.com.au) and their mobile phones that are provided to each staff member.

### ***Management Action***

Any complaint made via phone, email or website are directly sent to the management team. Along with complaints forwarded by staff for resolution it is this team that will be responsible for complaint resolution. All complaints at this level will be acknowledged in writing and reassurances given that the matter is of top priority.

If the complaint refers to a particular staff member, participant, volunteer or any person, management will contact those people for their perspective. Music Rocks Australia has an internal scheduling and communication application where team members can communicate in real time which is helpful in this regard. Procedural Fairness will be applied in all circumstances and with any serious complaint the Director will oversee the resolution and action taken.

As the complaint resolution progresses the complainant will be updated and their input for resolution will be applied. They will be kept informed of any action taken, the reasons for any decisions made and options for review of decisions in relation to the complaint including information for how the complaint can be made or progressed to the Commissioner.

Upon resolution and post-action, the management team will contact the complainant and ensure they are happy, and the complaint is finalized.

If the complaint cannot be resolved, notification and explanation for everyone involved will take place. The same will take place at any point the complaint is withdrawn.

### ***Complaints to, and inquiries by, the Commissioner***

All staff, volunteers and management will assist and comply with all rules, requests and inquiries from the Commissioner. Anything that helps the process along and aids in complaint resolution will be undertaken. All staff will be compliant and helpful in the case that the Commissioner takes certain action such as requiring Music Rocks Australia to attempt to resolve the complaint or request the affected people to take part in a conciliation process.

If necessary, Music Rocks Australia will apply for reconsideration of findings by the Commissioner within 28 days of a decision.

### ***Compliance***

A complaint may be referred or notified to any other bodies in accordance with any requirements under relevant Commonwealth, State or Territory laws.

Importantly all staff and volunteers will have their roles and responsibilities clearly identified in relation to the receipt, management and resolution of complaints made and compliance with the system as documented here will be guaranteed. This includes the provision of training in the use of, and compliance with, the system.

### ***Continuous Improvement***

Review of the complaints register will take place for the management team at regular periods. The aim of this process will be to identify any systematic issues that may be giving rise to complaints or lack of service delivery. Identifying common complaints will allow changes to be made to prevent these. The aim will be to have no complaints on the register.

Our experience has been that we receive no complaints other than advice and pointers in the right direction in person from our people for how we make things even better. This complaints process will be central in providing an easy and quick resolution for not only complaints, but we believe suggestions for improvement will also occur and be advantageous.