

## Feedback and Complaints Policy

The policy sets out the process for the management of feedback and complaints with regards to In Home Care provided across New South Wales and South Australia. All feedback and complaints are treated confidentially.

The In Home Care Support Agency's role is to determine suitability of the family against the In Home Care (IHC) criteria, request supporting evidence to validate the family's needs and refer the family on to a Service Provider that best meets the needs of the family.

The IHC Support Agency will work closely with families, educators and Service Providers on the resolution of any concern raised. A quality improvement approach will occur where feedback and suggestions are provided that will improve the way in which the IHC Support Agency operates and engages with stakeholders.

The IHC Support Agency is also open to receive positive feedback on how it operates and engages with stakeholders. This feedback can be provided in the same way as a complaint is raised.

### How Do I Provide Feedback?

Any concerns, complaints or feedback you may receive or have for the IHC Support Agency are managed in the following way:

#### Step 1

The individual making the complaint is encouraged to discuss the concern or provide feedback to the person involved. If the matter is unable to be resolved the IHC Support Agency may be contacted either by phone or email to discuss the concerns. If the feedback or concern is about the IHC Support Agency the individual may go directly to the Department via [inhomecare@education.gov.au](mailto:inhomecare@education.gov.au).

A complaint or feedback can be lodged in writing by completing the feedback and enquiry form available at [www.education.gov.au/feedback-and-enquiry-form](http://www.education.gov.au/feedback-and-enquiry-form).

#### Step 2

On receiving a complaint or feedback, the Support Agency will direct the concerns to the relevant stakeholder for resolution.

- Any complaint or concern raised about the wellbeing of a child/ren, that indicates a child/ren are at risk will be directed to the relevant state Regulatory Authority, the Department and the relevant child protection agency immediately on receiving the information.

- Families with concerns about their IHC educator should discuss and resolve these with the Service Provider. If the IHC Support Agency receives complaints about educators, the Service Provider will be informed and encouraged to work through the concern to reach a resolution.
- For families who are raising concerns about their IHC Service Provider. The IHC Support Agency will raise the concern with the Service Provider and if the matter is unable to be resolved the complaint will be referred to the Department of Education to follow up with the family.
- If an educator contacts the IHC Support Agency with a complaint about a family, the IHC Support Agency will contact the Service Provider to work through resolving the concern.
- If an educator complains about an IHC Service Provider, the IHC Support Agency will act as an intermediary and refer the educator back to the Service Provider for resolution.
- Any complaints regarding potential breaches of family assistance law must be lodged in writing to the Department via [inhomecare@education.gov.au](mailto:inhomecare@education.gov.au).

### Step 3

All complaints and feedback received are documented on the IHC Support Agency database and reported to the department each quarter.

### Step 4

If the complaint is unable to be resolved, the IHC Support Agency may contact the Department for guidance or refer the complaintive directly to the Department. Where ever possible resolution of any concern raised through the Support Agency is desirable.

If there are any disputes regarding the way the IHC Support Agency has assessed a family against the criteria for IHC, families and Service Providers can raise their concern directly with the IHC Support Agency. The IHC Support Agency may seek support and guidance from the Department of Education. If there is no resolution the matter may be raised with the Department of Education.

If you do not agree with the way the department has handled your compliant, you may contact the Commonwealth Ombudsman. The Ombudsman will not usually look into a complaint unless the matter has been raised first with the Department.

Complaints and feedback can be made through email, phone or by completing the Notification of Feedback and Complaints form available on the website and emailing it to the IHC Support Agency through [info@ihcsupportagency.org.au](mailto:info@ihcsupportagency.org.au).

## Complaints or Feedback on the Support Agency

Any complaints or concerns about the IHC Support Agency should be raised directly with the Department of Education through the email address: [inhomecare@education.gov.au](mailto:inhomecare@education.gov.au)

## Contacts

<b>In Home Care Support Agency</b>	Level 1, 1 Sloane street, Summer Hill NSW 2130	
<a href="http://www.ihcsupportagency.org.au">www.ihcsupportagency.org.au</a>	<a href="mailto:info@ihcsupportagency.org.au">info@ihcsupportagency.org.au</a>	1800 442273

<b>Department of Education</b>		
Email	<a href="mailto:inhomecare@education.gov.au">inhomecare@education.gov.au</a>	
Website	<a href="http://www.education.gov.au/feedback-and-enquiry-form">www.education.gov.au/feedback-and-enquiry-form</a>	

<b>Commonwealth Ombudsman</b>		
Phone	1300 362 072	
Email	<a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a>	
Website	<a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>	

<b>State Department of Education</b>		
NSW	<a href="mailto:NSWHomeBasedCare@education.gov.au">NSWHomeBasedCare@education.gov.au</a>	02 6240 5111
SA	<a href="mailto:HomeBasedServices-SA@education.gov.au">HomeBasedServices-SA@education.gov.au</a>	08 8306 8728

<b>Department of Education Compliance Team</b>		
NSW	<a href="mailto:CCPCompliance-NSWACT@education.gov.au">CCPCompliance-NSWACT@education.gov.au</a>	02 6240 5111
SA	<a href="mailto:ChildcareSA@education.gov.au">ChildcareSA@education.gov.au</a>	08 8306 8728

<b>Child Protection Agencies</b>		
NSW	Child Protection Helpline	132 111
SA	Child Abuse Report Line	131 474