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## Privacy and Confidentiality Policy

### Purpose

The purpose of this policy is to ensure the privacy and confidentiality of all personal information collected, used, stored, and disclosed by the National Disability Insurance Scheme (NDIS), in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

### Scope

This policy applies to all employees, contractors, and volunteers of the NDIS.

### Policy Statement

NDIS is committed to protecting the privacy and confidentiality of personal information. Personal information will only be collected, used, and disclosed in accordance with the APPs.

### Collection of personal information

Personal information encompasses any details that can be used to identify you or your clients. This includes your name, address, phone number, email address, and profession or occupation. If the information we gather can personally identify you or your client, or if it makes you reasonably identifiable, it is considered personal information.

- **Why do we collect personal information-** We gather personal information essential for delivering our services and activities. Given the nature of our services, this might involve sensitive details, such as health information.  
Additionally, we collect personal information to enhance and carry out our business functions, offer you requested products or services, and address any inquiries or complaints you might have.  
De-identified information may also be utilized for reporting, benchmarking, and academic or industry research.
- When do we collect personal information

**Providing services to members, distributing publications and direct marketing** – 24Care Australia collects and stores personal information, such as name, address, email, and mobile number, on our publication or direct marketing list to send newsletters and other communications both in print and electronically. We will only use sensitive information (like health details) for direct marketing with explicit prior consent. You can opt out of direct

marketing by contacting our Privacy Officer (contact details below) or using the provided opt-out mechanism.

**Assisting with queries** – Both members and non-members have the option to share their name or contact information when they reach out to us via phone or written correspondence, enabling us to address inquiries regarding our services or operations. Opting to remain anonymous may limit or preclude our ability to provide the complete array of services.

**Conducting our general business activities:** We gather personal information from individuals as part of our regular business activities. Occasionally, we may gather, utilize, and disclose this information for quality assurance, risk management, billing, and administrative purposes.

**Research** - If individuals consent to being contacted regarding research opportunities, we may add their name and contact information to our internal research database. Individuals have the option to opt out of participating in research activities at any time by contacting our Office (contact details below).

**Sensitive Information:** we may collect sensitive information if it is relevant to the provision of our services. That information will be treated in accordance with requirements of the Privacy Act and any state and territory health information legislation.

- **How do we collect your personal information?**

In addition to the means of collection set out above, we may also collect personal information:

- When information is provided through our website;
- From third parties such as from credit reporting bodies;
- From any of our related companies;
- From publicly available sources of information;
- From third parties, where it is reasonably necessary or normal business practice, so that we can continue to provide you with our services.

We also collect limited information about all visitors to our online resources which is used only to identify generic behavioural patterns. We may use cookies, Google Analytics or other technology to track visits to our website to monitor its effectiveness, maintain our server and improve our services. Types of data collected include:

- Server address;
- Top level domain name (for example .com, .gov, .au, etc.);
- The date and time of the visit to the site;
- The pages accessed and documents downloaded;
- The previous site visited;
- If the individual has visited our site before; and
- The type of browser used.
- These statistics will not identify you as an individual.

- **How do we use your personal information?**

We utilize and disclose collected personal information for various purposes:

- Providing and enhancing services to our members and others, including identifying and delivering required services, potentially through third parties.
- Evaluating the quality of our services and assessing member satisfaction.
- Confirming the identity of individuals we engage with.
- Engaging with members and others through communication channels, distributing publications, organizing events, and promoting awareness of our services.

- o Conducting general business operations, such as interacting with contractors, government bodies, and managing billing and administration tasks.
- o Administering and overseeing services, including invoicing for products where applicable.
- o Conducting necessary fraud checks.
- o Updating records and maintaining accurate contact details.
- o Developing and maintaining business systems and infrastructure, including system testing and upgrades.
- o Utilizing personal information for other purposes with consent or as allowed by law.
- **When will we disclose your personal information?**  
 We will not share any personal information with third parties without consent, except in accordance with this policy under the following circumstances:  
 \*If required by law, or if we believe in good faith that such action is necessary to comply with legal obligations, cooperate with law enforcement or other government agencies, or comply with a legal process served on the company (including insurers) or court order.  
 \*If disclosing the information will prevent or reduce a serious and imminent threat to someone's life or health.  
 \* To our contractors, but only to the extent necessary for them to perform their duties for us.  
 \* To our related companies.  
 \* To our professional advisers, such as accountants, auditors, and lawyers.  
 \* To any governmental or semi-governmental organization that requests it, including but not limited to, applications for grants or benefits under the NDIS.  
 \* If you are unable to provide consent, we may use and disclose your personal information with the consent of a responsible person (as defined under the Privacy Act).  
 \* As otherwise permitted by law.

If we retain any sensitive information, it will not be shared, used, or disclosed without express or implied consent that is current, voluntarily given, and obtained in accordance with the Privacy Principles. If the individual cannot give consent, we may use and disclose personal and sensitive information with the consent of a responsible person (as defined under the Privacy Act).

- **Security of your personal information**  
 We prioritize the security of personal information and employ various reasonable physical and electronic safeguards to protect it. Staff with access to personal information may be required to sign a confidentiality agreement, and any contract service providers we use will be bound by our Privacy Policy and Data Sharing Agreement.  
 However, please note that the internet is not a secure environment, and despite our best efforts, we cannot guarantee the security of information sent to us electronically.
- **What if there is a data breach?**  
 We take all reasonable steps to prevent data breaches. However, if we suspect that a data breach has occurred, we will undertake a reasonable and expeditious assessment to determine if the data breach is likely to result in serious harm to any individual affected. If so, we will:  
 \*Take all reasonable steps to contain the breach;  
 \*Where possible, taking action to remediate any risk of harm;  
 \*Notify individuals and the Commissioner where an individual is likely to suffer serious harm (or if otherwise required by law);  
 \*Review the incident and consider what actions can be taken to prevent future breaches.

## Employee Compliance Policy

### PURPOSE

This organisation is strongly committed to ensuring the workplace is free from any form of harassment and bullying and, is further committed to ensuring that the provisions of the

Anti-Discrimination Act 1977 (NSW), Occupational Health and Safety Act 2000 (NSW), Disability Discrimination Act 1992 (Clth), Fair Work Act 2009 (Clth) and Amendments, Age Discrimination Act (2004) (Clth), Sex Discrimination Act 1984 (Clth), and the Racial Discrimination Act 1975 (Clth) are all complied with.

## **AIM**

The aim of this policy is to create a working environment which facilitates a culture of respect for others and personal responsibility, free of any form of harassment and bullying, and to ensure that all employees work in a non-threatening environment. The organisation aims to implement training to ensure that all staff are aware of their rights and responsibilities. The organisation also aims to treat all complaints in a sensitive, fair and timely manner and encourages the reporting of behaviour that breaches this policy.

## **SCOPE**

This policy applies to all persons employed by this organisation and includes those employees who are required to perform their duties away from the organisation's premises, and non-employees working on behalf of or on the premises of this organisation. This policy also applies to all employees attending work related functions during and after business hours.

## **DEFINITION**

Harassment is to annoy continually or make repeated attacks on someone based on their race, sex, sexuality, religion, political opinion, national extraction, social origin, marital status, physical or intellectual impairment, age, pregnancy, carer responsibilities, and/or trade union membership/non-membership. Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended and, which creates a sexually hostile work environment. Bullying is repeated, unreasonable behaviour directed toward an individual, or a group, that creates a risk to their health, safety or wellbeing. Examples of inappropriate behaviour

Harassment (but not limited to):

- Taunts, teasing and name calling (e.g. based on race, disability etc)
  - Threat of violence and/or physical violence
  - Offensive comments and innuendos
  - Victimisation
- Sexual Harassment (but not limited to):
- Wolf whistles
  - Uninvited touching, kisses or embraces
  - Smutty jokes or comments
  - Making promises or threats in return for sexual favours
  - Displays of sexually graphic material such as posters, emails, cartoons, graffiti, or messages left on notice boards, desks, or common areas
  - Repeated invitations to go out after prior refusal
  - Sexual gestures
  - Sex-based insults, taunts, teasing and name calling
  - Staring or leering at a person or at parts of their body
  - Sexually explicit conversation
  - Offensive email messages, websites, computer screen savers or phone calls

Bullying (but not limited to):

- Verbal abuse
- Excluding or isolating employees
- Psychological harassment
- Assigning meaningless tasks unrelated to the job

- Giving employees impossible assignments
- Deliberately changing work rosters to inconvenience particular employees
- Deliberately withholding information that is vital for effective work performance

## **TRAINING**

This organisation is committed to training employees in relation to this policy. Training will be undertaken by all employees so as to ensure an awareness of the correct procedures involved in reporting harassment in the workplace as well as clearly outlining the type of unacceptable behaviour that constitutes discrimination and harassment in the workplace.

## **COMPLAINTS**

Any complaint/s of harassment and/or bullying should be reported to your immediate supervisor in accordance with the organisation's grievance handling procedures. Alternatively, a complaint may be reported to the authorising officer of this policy. Any claim found to be vexatious will be treated as a serious issue in accordance with the organisation's disciplinary procedures

## **LIABILITY**

Discrimination and harassment are against the law. In accordance with equal opportunity legislation both an employer and an individual (employee, manager etc) may be found liable for acts of harassment and discrimination including bullying.

## **BREACH OF POLICY**

Harassment and/or bullying will not be tolerated under any circumstances and any person in breach of the provisions of this policy will be subject to disciplinary action by management, in accordance with the organisation's disciplinary policy. All complaints will be treated seriously and investigated thoroughly. The severity of that discipline will depend upon the particular circumstances of the case. Management has the discretion to summarily dismiss an employee for a breach of this policy.

## **AVOIDING DISCRIMINATION IN THE WORKPLACE**

### **PURPOSE**

The company is committed to ensuring that the provisions of the *Anti-Discrimination Act 1977 (NSW)*, *Equal Opportunity for Women in the Workplace Act 1999*, *Age Discrimination Act (2004)*, *Disability Discrimination Act 1992*, *Human Rights and Equal Opportunity Commission Act 1986*, *Fair Work Act 2009*, *Sex Discrimination Act 1984*, and the *Racial Discrimination Act 1975* are all complied with.

### **AIM**

The aim of this policy is to create a working environment which is free of any form of discrimination, and to ensure that all employees work in a non-threatening environment. The organisation aims to implement training to ensure that all staff are aware of their rights and responsibilities. The organisation also aims to treat all complaints in a sensitive, fair and timely manner and encourages the reporting of behaviour that breaches this policy.

### **SCOPE**

This policy applies to all persons employed by the company and shall include those employees who are required to perform their duties away from the company premises, and non-employees working on behalf of or on company premises. This policy also applies to all employees attending work related functions after hours

## **DEFINITION**

Discrimination is any practice that makes a distinction between individuals or groups that is to the disadvantage of some and the advantage others. Discrimination can take two forms – direct and indirect discrimination.

Direct discrimination is where a person is treated “less favourably” on the ground of their status (e.g. because of their race or their sex). Indirect discrimination does not so much concern itself with discriminatory behaviour but more with policies and practices which have a discriminatory effect (e.g. when a rule, practice or policy which prima facie appears to be neutral but in effect has a disproportionate impact on a particular group).

## **Code of Behaviour**

No supervisor, manager, service provider, co-worker is to discriminate against anyone on the basis of their status, including:

- Race and/or Political opinion
- Marital status
- Colour
- National extraction
- Physical/intellectual impairment
- Sex
- Social origin
- Sexuality
- Religion
- Age
- Trade union activity
- Pregnancy
- Carer responsibilities
- Breastfeeding

The company does not tolerate discrimination during any stage of the employment relationship, including (but not limited to);

- Contents of application forms
- Access to interviews
- Job offers
- Terms and conditions of job offers
- Industrial awards and enterprise agreements
- Terms and conditions of employment
- Access to promotion, training and transfer opportunities
- Access to benefits related to employment
- Recruitment advertising
- Preparation of job descriptions and specifications
- Redundancies

## **TRAINING**

The company is committed to training employees in relation to this policy. Training will be undertaken by all employees so as to ensure an awareness of the correct procedures involved in reporting harassment in the workplace as well as clearly outlining the type of behaviour that constitutes discrimination in the workplace.

## **COMPLAINTS**

Any complaint/s of discrimination should be reported to your immediate supervisor in accordance with the company grievance handling procedures. Alternatively, a complaint may be reported to the

General Manager. Any claim found to be vexatious will be treated as a series issue in accordance with the company's disciplinary procedures.

## **LIABILITY**

Discrimination is against the law. In accordance with equal opportunity legislation both an employer and an individual (employee, manager etc) may be found liable for acts of discrimination.

## **FAILURE TO FOLLOW PROCEDURE**

Any person in breach of the provisions of this policy will be subject to disciplinary action by management, in accordance with the company's disciplinary policy. An employee shall initially be confidentially counselled about the health risks associated with their condition and be provided with assistance, however, any further incidence of breach of this policy will result in a first written warning, and subsequently, a second written warning, other than incidences requiring summary dismissal.

## **Work Health and Safety**

### **PURPOSE**

This policy aims to set clear guidelines and procedures for all staff members in workplace safety.

### **EMPLOYEE/MANAGEMENT RESPONSIBILITIES**

If you are aware of an unsafe work situation that may place people at risk of injury, it is your legal responsibility to bring it to the attention of your supervisor. Safety codes, manual handling procedures and safety equipment must be used and adhere to at all times. Should any safety equipment or safety procedures not be appropriate or in full working order you must report it to your supervisor. If no action is taken within a reasonable period, bring it to the attention of the management directly.

Occupational Health and Safety legislation states that individuals can be made accountable and responsible for any negligence in regard to safety practices on their part.

To minimise the risk of any injury, the Company will provide protective equipment and some clothing items or the Company may require the employee to purchase such items and reimburse the employee for the cost of purchase. Failure to use the appropriate items could affect any Workers' Compensation claims.

The Company is committed to providing a safe place of work for employees. Employee involvement is required in the total aspect of company operations so that a safe and efficient working environment can be maintained in an atmosphere of mutual trust and respect.

Management is under a duty of care to ensure the health, safety and welfare at work of all employees of the employer in accordance with current standards.

### **That duty extends to:**

- Ensuring that the work premises (and the means of access to and exist from) are safe and without health risks;
- Ensuring that any plant or substance provided for use by the employees is safe and without health risks when properly used;
- Ensuring that the work systems and work environment of employees are safe and without health risks;
- Providing all necessary information, instruction, training and supervision to ensure the employees' health and safety at work;
- Providing adequate facilities for the welfare of the employees at work;

- Ensuring that other persons (e.g. customers, visitors) are not exposed to risks to their health and safety while they are at the employer's workplace.

**In addition:**

The employer must consult with all employees to enable those employees to contribute to the making of decisions affecting their health, safety and welfare at work. Supervisors at every level have the responsibility for ensuring that safe working procedures are clearly understood and constantly observed. Employees have a duty to follow safe working procedures at all times, and take care to prevent injury to themselves or fellow workers.

All employees, regardless of occupation shall:

- Be familiar with the Company's Occupational Health & Safety policy
- Not take risks that could lead to injury
- Take reasonable care in relation to the health and safety of other people at work
- Cooperate with his/her immediate Supervisor(s) and with Management to enable the Company to comply with all legislative requirements in the interests of workplace health, safety and welfare.

If you are a new employee, take time to become familiar your new workplace, particularly with any sort of machinery and equipment.

If you are not sure on how to handle equipment, ask for assistance.

**SAFETY RULES**

- Always use safe working practices on the job. Short cuts can cause injuries
- Report all "near misses" and obvious safety hazards to your supervisor so that appropriate action can be taken to prevent unnecessary injuries
- Horseplay and practical jokes are not allowed and, depending on the circumstances, may result in disciplinary action being taken
- Under no circumstances are you allowed to bring intoxicating liquor, drugs or dangerous goods onto Company premises. If you report for work in an apparently intoxicated or similar condition, you will not be allowed to start work (for your own safety and for the safety of others)
- Obey warning signs, they are there to protect you
- Work areas are to be kept in as clean and tidy state as is practicable
- Rubbish should be disposed of in rubbish bins provided
- Walkways should be kept clear of obstructions. It is particularly important that passage ways, fire exits, access to fire extinguishers, hydrants and other fire protective equipment and stairways are kept clear.'

All persons are under an obligation not to intentionally or recklessly, interfere with or misuse anything provided in the interests of health, safety and welfare under current occupational health and safety legislation.

Accordingly, if you are found misusing or abusing items, causing wilful misconduct and disregarding safety, this will result in disciplinary action and/or (where appropriate), termination of your employment.

**Learning and Development Policy**

At 24CARE Australia we are committed to developing and growing our people as we build a high-performance culture that makes 24CARE Australia a great place to work. We encourage employees to enhance skills that not only meet the current needs of their employment but to also develop capability to meet the future needs of the organisation. 24CARE Australia has an obligation to ensure that all learning activities undertaken are relevant to and have direct impact on enabling skills required to perform effectively in their role, whilst adopting a cost-effective approach in



choosing the most appropriate solution. On this basis, 24CARE Australia has established a Learning & Development Policy that ensures employees have the capability development required for their roles and access to career development opportunities as part of their employment with 24CARE Australia.

### **Purpose**

The purpose of the Learning & Development Policy is to:

- Define the Learning & Development approach at 24CARE Australia
- Outline the support provided by 24CARE Australia in assisting employees undertake approved Learning activities.

### **Learning Approach at 24CARE Australia**

The 24CARE Australia Learning and Development framework is designed to deliver capability-based solutions that are flexible in delivery and cost. 24CARE Australia has adopted the below approach to Learning activities:

70% - Learning on the Job 20% - Learning through others 10% - Formal Learning

### [Performance Appraisal Policy](#)

#### **Brief and Purpose**

Our employee performance review policy describes how we coach, evaluate and reward employees. We base our performance management systems on constructive feedback and open communication between managers and team members.

#### **Scope**

This policy applies to all employees. We will clarify our performance appraisal process and provide guidelines for managers on how to lead their teams and assess employee performance.

We have built our performance management practices to:

- Ensure you understand your job responsibilities and have specific goals to meet.
- Provide you with actionable and timely work feedback.
- Invest in development opportunities that help you grow professionally.
- Recognize and reward your work in financial or non-financial ways (e.g. awards.)

### **Policy Elements**

#### **What is a good performance?**

Our company has a general definition of what good performance looks like. To achieve a good performance evaluation, you should:

- Meet your targets consistently.
- Complete your job duties as expected.
- Show a willingness to learn and develop.
- Follow our Code of Conduct and other company policies.
- Have a good attitude and collaborate well with your colleagues.

Each employee may excel in one aspect and need improvement in another. But, to remain employed with our company, you should meet a minimum standard for all of these aspects and show a willingness to improve where appropriate.

## **Periodical Reviews**

We conduct [*annual/ bi-annual/ quarterly*] performance reviews. During these reviews, your manager will fill out your performance evaluation report through our [*performance review platform*] and arrange a meeting with you to discuss your review. Through these discussions, managers aim to:

- Recognize employees who are good at their jobs.
- Talk about career moves and employee motivations.
- Identify areas of improvement.

Periodical reviews apply to employees who have completed their onboarding period.

## **Rewards**

Pay increases or bonuses aren't guaranteed. But we encourage managers to recommend rewards for their team members when they deserve them. There won't be any forced ranking or other comparison between employees, as our goal is to help all employees improve and develop their careers.

## **Training**

Training and development opportunities are available for all employee's year long. But, if managers identify a team member's training needs in a specific area, they can discuss this with their team member during performance reviews. That way, they can set up an improvement plan.

On-the-job training, job shadowing and other training methods are also appropriate when managers intend to promote an employee in the near future. We encourage managers to discuss future career moves with their team members, so they can determine what type of training is appropriate.

## **Frequent communication**

Managers should meet with their team members once per [*week*] to provide feedback and talk about their work and motivations. This way, team members can receive feedback in a timely manner and avoid surprises during their [*annual/ bi-annual/ quarterly*] performance review.

During performance meetings, both parties should feel free to discuss any concerns they have. If you need to talk to your manager about a particular issue, reach out as soon as possible.

## **Manager's responsibility**

If you manage a team, you are responsible for your team members' performance. To conduct effective regular meetings and performance evaluations, we expect you to:

- **Set clear objectives.** Your team members should know what you expect of them. When you first hire someone to your team, ensure they understand their job duties. Set specific goals for each team member (and team-wide if applicable.) Renew those goals during [*annual/ bi-annual/ quarterly*] performance reviews.
- **Provide useful feedback.** During scheduled meetings with your team members, give them guidance and praise, as appropriate. Be fair and specific to help them understand and implement your feedback.
- **Keep your team members involved.** There should be two-way communication between you and your team. Make your expectations clear, but always take your team members' motivations and aspirations into account. Discuss training and development opportunities that may interest your team members.
- **Keep logs with important incidents about each one of your team members.** These logs help you evaluate your team, but they may also prove useful if you want to terminate, reward or promote your team members.

### Complaints

If you want to make a complaint about a possible privacy breach, please provide all the details of your complaint in writing and send a complaint to the Operations Manager or contact the team (contact details below).

For complaints regarding our failure to provide access to or correct any personal information we hold about you, you can directly contact the Office of the Australian Information Commissioner (for more information, please see the <http://www.oaic.gov.au/> )

For other types of complaints, you must submit your complaint to us in writing with all relevant details of the incident so we can investigate. We will keep your complaint confidential, conduct a thorough investigation, and aim to contact you and resolve your complaint within a reasonable time frame (and within the period required by applicable privacy legislation, if relevant).

Individuals seeking information about their rights and remedies for privacy breaches can find detailed information on the <http://www.oaic.gov.au/>

### Feedback and Reporting Policy

24CARE AUSTRALIA is committed to having a culture where feedback is welcomed, recorded and appropriately responded to. 24CARE Australia views feedback as a valuable tool that supports meaningful communication with our clients and stakeholders and helps them feel heard and valued. It helps us maintain and continue to build transparent and positive relationships. Feedback lets us know what we're doing well, what our gaps are and what we could do better. Feedback is used for ongoing evaluation to assist in formulating informed decisions relating to best practice for continuous improvement across 24CARE Australia, from local to executive level.

### Purpose and Scope

This policy provides information to employees, contractors, volunteers, students, clients and external stakeholders regarding the submission and management of client and external stakeholder feedback and improvement requests. This policy to all external feedback provided in relation to 24CARE Australia's processes.

This policy does not apply to feedback related to other organisations or to 24CARE Australia's funding bodies. The person providing the feedback will be referred to the relevant external organisation to provide their feedback.

This policy also does not apply to 24CARE Australia employees, contractors, volunteers and students who wish to provide feedback related to 24CARE Australia processes and/or other employees, contractors, volunteers or students. These are dealt with under the People & Culture processes.

**Feedback:** May be verbal or written and is any comment/suggestion, information or concern raised by a client, external agency, stakeholder and visitor that is positive, negative or identifies where 24CARE AUSTRALIA can improve.

**Positive feedback:** An expression of praise, thanks, admiration, or commendation (above and beyond a general thank you), relating to the behaviour/actions of an 24CARE AUSTRALIA employee, contractor, volunteer or student in relation to services 24CARE AUSTRALIA has provided or in relation to 24CARE AUSTRALIA's services generally, which may lead to a positive outcome for the client.

**Area for improvement:** An idea, suggestion or plan that is put forward for 24CARE AUSTRALIA's consideration relating to how a program or service could be done better or more effectively.

**Negative feedback:** An expression of dissatisfaction, grievance or concern related to 24CARE AUSTRALIA's services or employees, contractors, volunteers or students or the complaints handling process itself. Negative feedback may:

- have a negative impact on 24CARE AUSTRALIA's reputation; or
- Be criticism/concern regarding how a program is set-up/delivered, and where a response/action/change/review is required by 24CARE AUSTRALIA.

**Complaint:** A form of negative feedback where the client or external stakeholder explicitly expresses their desire or intent to make a complaint about 24CARE AUSTRALIA's services, processes or employees, contractors, volunteers or students.

**Resolution Officer:** The 24CARE AUSTRALIA employee assigned to respond and manage the feedback to resolution

**Feedback Response Officer:** An 24CARE AUSTRALIA employee appointed to monitor adherence with 24CARE AUSTRALIA's Feedback Management Framework.

### **Recording of Feedback**

Feedback within the scope of this policy will be documented in 24CARE AUSTRALIA's Feedback register. This will enable 24CARE AUSTRALIA to review and identify any trends, issues or opportunities for improvement, and for auditing by funding and accreditation bodies.

The feedback record will include at a minimum:

- The person's details (noting requests for anonymity)
- The date of contact (to establish response timeframes)
- The type of feedback (to establish specific feedback process)
- The action/outcome sought by the person (for example, an apology or explanation)
- Any other information required to effectively respond to the matter (For example file notes of interviews and correspondence)
- The employee, contractor, volunteer or student who receives feedback is responsible for completing a feedback record within two business days of receiving it.

## **Reporting of Feedback**

24CARE AUSTRALIA is required to report on the type of feedback received, together with any associated actions and outcomes, to external stakeholders such as NDIS Quality & Safeguards Commissioner, Disability Services Commissioner and Mental Health Complaints Commissioner. Internally, the data is reported to 24CARE AUSTRALIA's Board members, Executive and Senior Leadership. All feedback records must comply with, 'Recording of feedback', to allow 24CARE AUSTRALIA to effectively manage and resolve feedback, and to meet the standards of stakeholder feedback reporting obligations.