

## Statement of Intent – Being guided by the people we support

Every person Life Without Barriers supports has a right to complain, request improvements or changes, or give feedback on the service they receive. This right is fundamental to the relationships and trust established between the people we support, families, carers and our workforce. Complaints and feedback offer rich and invaluable ways for us to rectify and/or improve any service experience. Supporting people to make a complaint and following through when a complaint or feedback is received, are invaluable and crucial steps in the resolution process.

People who receive community services are protected in their rights to make complaints. We are accountable not only to the individual, but to regulatory authorities and independent inquiry agencies to ensure we protect and promote the rights of people to speak up and have their complaints resolved in a responsive way.

We strive to foster a culture where complaints and feedback are appreciated and embraced as a vital part of the way we continually improve services. This is done via regular reporting to Board and Executive and forms an active component of our continuous improvement cycle.

We uphold the rights of people to be treated with dignity and respect, and to be free from any form of violence, abuse, neglect, exploitation, or discrimination. Any complaint alleging violence, abuse, neglect, or exploitation of a client is investigated and all reporting obligations are followed.

Our complaints and feedback management approach is documented in our policies and procedures, which are communicated to our employees and regularly reviewed. We manage all received complaints and feedback in a secure system, allowing us to record, investigate, respond to and report about any concerns in a timely and confidential manner.

We provide a values-based approach, where our complaints and feedback principles are aligned with our values.

### Our Complaints and Feedback Principles

**Relationships** We provide clear, accessible communication when responding to complaints or feedback and reject any retribution towards individuals.

**Imaginative** We strive to make our complaints and feedback process easy to access and use, and actively learn from feedback received.

**Courageous** We support all people receiving services to know their rights and have the confidence to speak up.

**Respectful** We manage all complaints and feedback in a dignified and unbiased manner with a transparent and consistent process. We promote and protect the rights and confidentiality of people receiving services and stakeholders and openly acknowledge and apologise for any wrongdoing.

### Our Complaints and Feedback Principles

- Responsive** We listen, acknowledge, review, and respond to complaints in a timely fashion.
- We provide clear, accessible information about how to make complaints to us and other relevant authorities.

We affirm our unwavering commitment to being a child safe organisation by upholding the National Principles for Child Safe Organisations and embedding the Universal Principle, which affirms the right of Aboriginal and Torres Strait Islander children to feel culturally safe, respected and included in our operations. We actively align with the legislated or endorsed Child Safe Standards across all Australian jurisdictions, including:

- Qld – Child Safe Organisations Act 2024 and Universal Principle
- Vic – 11 Child Safe Standards
- NSW – Child Safe Standards and Code of Practice
- Tas – Child and Youth Safe Standards
- SA – Child Safe Environments Program
- WA – Commitment to the National Principles
- ACT – Mandatory Child Safe Standards
- NT – Endorsement of the National Principles with mandatory reporting obligations.

Our policies, practices and culture reflect a nationally consistent yet locally responsive approach to child safety, ensuring the wellbeing, inclusion and protection of all children and young people in our care.

## Aims

Our complaints and feedback management and resolution process aims to:

- increase satisfaction levels relating to service delivery that result in improved outcomes for people receiving services
- maintain and foster positive relationships with people receiving services and stakeholders
- prevent the escalation of issues
- identify trends and opportunities for improvement within LWB.

Our complaints process is designed to be accessible and child-friendly, providing information and support in formats suitable for children and young people, including Easy English, visual supports, and access to advocacy. We are committed to cultural safety and regularly review our processes, incorporating feedback from children and young people, to ensure clear reporting pathways, effective feedback loops, and continuous improvement.

Our process also complies with all legislative and regulatory requirements.

## **Related Policy Guidelines or Documents**

Further guidance on our complaints and feedback management and resolution approach can be found in the documents listed below:

- National Complaints Handling Charter
- National Complaints and Feedback Management and Resolution Policy Guideline
- National Complaints and Compliments Form
- Privacy and Confidentiality Policy Guideline

## **Further information:**

Further information can be obtained from the National Complaints Manager via:

Mail: Life Without Barriers  
PO Box 2226  
DANGAR NSW 2309

Email: [complaints@lwb.org.au](mailto:complaints@lwb.org.au)

Website: [www.lwb.org.au](http://www.lwb.org.au)

PH: 1800 721 226

Form: National Complaints and Compliments Form