

Complaints Policy

Policy Statement

Liverty Housing is committed to providing high-quality Specialist Disability Accommodation (SDA) services that are safe, responsive, and respectful of the rights and needs of our tenants and stakeholders. We value feedback and complaints as essential tools for improving our services and ensuring accountability, transparency, and continuous improvement.

We are committed to handling all complaints with authenticity, accountability, compassion, and collaboration, ensuring that individuals feel heard, respected, and supported throughout the complaints process.

Purpose

This policy outlines our commitment to:

- Providing an accessible and transparent complaints process.
- Ensuring complaints are managed promptly, fairly, and confidentially.
- Encouraging a culture of continuous learning and improvement.
- Meeting our obligations under the NDIS (Complaints Management and Resolution) Rules 2018 and the NDIS Practice Standards.

Scope

This policy applies to:

- All Liverty Housing enquiries, applicants, tenants, their families, carers, Support Coordinators, and advocates.
- Staff, contractors, and any other person engaging with our services.
- Complaints related to application management, property management, tenancy experience, staff conduct, service delivery, and safety concerns.

Guiding Principles

- **Accessibility:** We aim to ensure the complaints process is easy to access and understand

- **Transparency:** Information about how complaints are managed is readily available
- **Fairness:** All complaints are treated impartially, respectfully, and without bias
- **Confidentiality:** Complaints are handled with discretion, maintaining privacy
- **Responsiveness:** We respond in a timely and clear manner
- **Continuous Improvement:** Complaints are used as opportunities to improve service delivery

Making a Complaint

Complaints can be made through any of the following channels:

- Verbally to any Liverty Housing staff member
- In writing via email to: **feedback@liverty.org.au**
- By phone: **1300 156 555**
- Online form www.liverty.org.au/feedback-complaints/

A support person, advocate, nominee, guardian or other representative can make a complaint on behalf of a complainant.

Assistance will be provided to anyone needing help to make a complaint, including interpreter services and advocacy support where required.

Complaint Handling Process

1. **Acknowledge** – We acknowledge complaints within **2 business days**
2. **Assess** – We assess the nature, risk, and urgency of the complaint
3. **Investigate** – Complaints are investigated fairly, and relevant facts are gathered. If your complaint involves someone else (for example your Shared Onsite Support Provider), we will pass the complaint onto that provider or work with the complainant and the provider to facilitate a resolution. We will always check whether the complainant is comfortable with us sharing the details of their complaint before we do so
4. **Respond** – A resolution or outcome is provided within **10 business days** (complex matters may take longer, with updates provided)
5. **Review** – If not resolved, a formal internal review can be requested
6. **Escalation** – If unsatisfied, individuals may contact external bodies such as:

- NDIS Quality & Safeguards Commission: 1800 035 544 or contactcentre@ndiscommission.gov.au or <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>
- State-based tenancy authorities or ombudsman services

Recording and Reporting

All complaints are logged in our Complaints Register. We maintain records that include:

- Complaint summary
- Actions taken
- Key themes
- Communication records
- Serious incidents escalated
- Outcome and resolution status including subsequent actions taken

Regular analysis is conducted to identify trends, systemic issues, and service improvement opportunities. High-risk complaints or those indicating systemic failure are escalated to the Executive Team and reported to the Board.

Protections and Support

Liverty Housing ensures that no person is adversely affected or discriminated against for making a complaint. We provide support, advocacy referrals, and regular updates during the complaint process.

Policy Review

This policy is reviewed at least annually, or sooner if required by legislation, regulatory guidance, or feedback received.

Approved Date: 31st July 2025

Approved By: Stuart Miller

Approver role: Chief Executive Officer

Next review date: August 2026