

NDIS Feedback Policy

POLICY SHCQAMPOL002 | Rev 2.1

PURPOSE

This policy outlines the approach adopted by SNS Homecare to effectively manage client feedback to achieve a high level of satisfaction and continual improvement.

POLICY STATEMENT

SNS Homecare has a positive attitude towards feedback, complaints in particular, and believes a commitment to resolving complaints will create a noticeable improvement in participant satisfaction. SNS Homecare is committed to having a feedback handling process that is fair, accessible, responsive, efficient, equitable, consistent, and demonstrates open disclosure to ensure participants, families, representatives, staff, and other interested parties have confidence in the feedback handling system.

SNS Homecare aims to empower participants and staff to resolve complaints as quickly as possible at the lowest suitable level, rather than escalating to higher levels, with minimum stress and maximum protection for all concerned.

Effective and consistent management of feedback helps to continually improve services, and where necessary, gives people the opportunity to strengthen and/or rebuild relationships with SNS Homecare. Therefore, SNS Homecare actively seeks out input and feedback from participants, families, representatives, staff, and other interested parties to ensure an ongoing overall continuous improvement process for the organisation and its individuals.

Complaints and disputes will be managed confidentially and respectfully. SNS Homecare is committed to creating and maintaining an environment where all stakeholders feel confident. They can raise concerns without suffering any disadvantage, victimisation or discrimination because of raising a complaint.

The application of this Policy is by adherence to:

Related Standards	NDIS Practice Standards The NDIS Code of Conduct ISO 9001:2015 Communication Policy Confidentiality and Privacy Policy Privacy Amendment (Private Sector) Act 2000
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Award (where Applicable)	N/A		
Application:	All employees (SNS Homecare people)	Exceptions:	Nil
Issue:	For review every 1 year as a minimum	Next Review Date:	30 Mar 2027

This policy is endorsed by Senior Management of the SNS Homecare Pty Ltd, and its effectiveness reviewed annually.

A blue ink signature of Karl Depiazzi.

Karl Depiazzi
Co-CEO
30 March 2026

A blue ink signature of Andrew Fenech.

Andrew Fenech
Co-CEO
30 March 2026

REVISION HISTORY				
Rev #	Date	Issue Details	Prepared by	Reviewed by
1.0	22/02/2024	Creation, review and approval	General Manager-Homecare	Catherine Fernandez
2.0	10/04/2025	Changed the "Complaints and Feedback" to "Feedback" in the title and contents	Josephine Calderon	Brianna O'Connor
2.1	30/03/2026	Reviewed and no changes made	Josephine Calderon	Brianna O'Connor