MEDIGALAXY AUSTRALIA

RELATIVECARE Home Support Services

Smarter Living Choices unique community care

carers link

Responding to Quality-of-Care Concerns Policy 3.4.2

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Contents

1. Purpose 2
2. Principles 3
3. Objectives 3
4. Process 4
5. Supporting Legislation 4
6. Review of Policy 4

1. Purpose

Carers Link has a legislative responsibility to ensure that those we support are cared for in a way that meets the NDIS Practice Standards and Quality Indicators (Nov 2021) and The National Standards for Disability Services (Dec 2013).

For children, Carers Link has a legislative responsibility to ensure children we support are cared for in a way that meets the statements of standards: Disability Services Act 2006 (Qld), *Child Protection Act 1999*, section 122 Statement of Standards (Qld) and the Charter of Rights for a Child in Care (*Child Protection Act 1999 Qld*, Schedule 1).

We have a responsibility to provide support to foster and kinship carers, provisionally approved carers and licensed care services, to enable them to fulfil their responsibilities under the *Child Protection Act 1999 (Qld)*.

Where concerns are raised that indicate that the standard of care provided to a supported person receiving care may not have been met, Carers Link will respond by conducting a standard of care review. Where concerns indicate that a supported person receiving care has been harmed, or it is suspected that a supported person has been harmed, Carers Link will respond by recording an incident report and conduct an investigation and assessment.

When responding to concerns about the standards of care provided to a supported person, including reports of harm, Carers Link will work in a cooperative and supportive manner with carers and service providers.

Responses to concerns will be undertaken in a sensitive, respectful and timely manner, which promotes the continuity of the supported person's relationships and the continuity of the supported person's service receipt from Carers Link as far as possible. The Client Relationships Coordinator will remain involved with parties related to the feedback matter.

Supported people will be kept informed of matters affecting them, in a way and to an extent that is appropriate, having regard to their age and ability to understand. Supported people will have the opportunity to participate in the decision-making that affects their lives.

For Aboriginal and Torres Strait Islander people, a recognised entity must be given an opportunity to participate in:

1. Decision-making about the appropriate response to concerns received about the quality of the care provided to supported people receiving care
2. Decision-making about the outcome of standard of care reviews and investigation and assessments of harm reports.

2. Principles

1. The safety, wellbeing and best interests of the supported person are paramount.
2. A supported person has a right to be protected from harm or risk of harm.
3. A supported person has the right to stable living arrangements, including arrangements that provide for the supported person's developmental, educational, emotional, health, intellectual and physical needs.
4. A supported person has the right to know, explore and maintain his or her identity and values, including cultural, ethnic and religious identity and values.
5. Responses to concerns received about the quality of care provided to a supported person will be responded to as a matter of priority and within designated timeframes.

3. Objectives

This policy aims to ensure that:

1. Carers Link is actively monitoring the standard of care provided to supported people and responding appropriately when concerns are raised
2. The support needs of carers are prioritised and responded to as soon as issues are identified
3. Carers Link's response to concerns about the standard of care provided to a supported person receiving care is undertaken in a manner that is collaborative, respectful and supportive, with the overarching aim of ensuring the safety and wellbeing of supported people receiving care from Carers Link

4. Process

When Carers Link receives a complaint or concern about the quality of care being provided to a client, the matter is treated according to the processes detailed in Policy 2.5.1 Complaints Management Policy.

The response must be timely, considerate, sensitive to the interests and concerns of the reporting person, and consistent with our incident reporting obligations (see our Reportable Incident Policy 2.6.2).

The information gained from the reporting of a concern regarding care will be used to inform our:

- Continuous quality improvement process
- Clinical Governance feedback process
- Training opportunities.

5. Supporting Legislation

- The National Standards for Disability Services (1993)
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- Disability Services Act 1993
- Child Protection Act 1999

- Charter of Rights of a Child in Care

See also our:

- **Reportable Incident Policy 2.6.2**
- **Safeguarding Policy 1.5.2**

6. Review of Policy

This Policy will be reviewed annually.