

## Eximm – NDIS Feedback and Complaints Policy

### 1. Purpose

Eximm welcomes feedback and takes all complaints seriously. Feedback helps us improve; complaints are addressed promptly, fairly, and in line with the NDIS (Complaints Management and Resolution) Rules 2018 and the NDIS Code of Conduct. This policy explains how participants and others can provide feedback or make a complaint, how we will respond, and the supports available to you throughout the process.

### 2. Scope

This policy applies to all Eximm services delivered to NDIS participants in Queensland and New South Wales, including home modifications and assistive technology. It covers all Eximm employees, contractors, and representatives.

### 3. Definitions

- **Feedback:** Any comment, suggestion, compliment, or concern about our services.
- **Complaint:** Any expression of dissatisfaction where a response is expected (explicitly or implicitly).
- **Participant:** A person receiving supports funded by the NDIS.
- **Representative/Advocate:** A person chosen by the participant (e.g., family member, guardian, carer, or independent advocate) to act or speak on their behalf.

### 4. What can be complained about?

- Service quality, timeliness, safety, or access
- Communication, staff conduct, cultural sensitivity
- Decisions, processes, policies, or charges
- Privacy and confidentiality
- Incidents or risks that affect you or your supports

### 5. Who can make a complaint?

- The participant
- A participant's representative (family, carer, guardian)
- An independent advocate or support person
- Anyone else affected by our services
- Anonymous complaints are accepted

## 6. How to provide feedback or make a complaint

Contact us in the way that suits you best: -

Phone: 1300 225 539

Email: [enquiries@eximm.com](mailto:enquiries@eximm.com)

Online form: [Complaint Reporting & Resolution](#)

Mail: Eximm – NDIS Feedback & Complaints, PO Box 1014, Ashmore City Qld 4214

### Accessibility and support

- Interpreting: Translating and Interpreting Service (TIS National) 131 450 (Auslan available on request)
- National Relay Service (NRS): 133 677 (TTY) or 1300 555 727 (Voice Relay), then ask for our number
- Advocacy: Use an independent advocate—see Ask Izzy Disability Advocacy Finder or your LAC. We can help link you with advocacy services if you wish.

## 7. Anonymous complaints

We accept anonymous complaints and will investigate as far as possible with the information provided. If we cannot contact you, we may be unable to provide an outcome update.

## 8. Our process and timeframes

- 1) **Acknowledgement:** Within 1 business day (verbally or in writing).
- 2) **Assessment & triage:** We consider issues raised, any immediate safety risks, and who should manage the matter.
- 3) **Investigation:** Information is gathered fairly and impartially; the investigator will not be the subject of the complaint.
- 4) **Progress updates:** We provide reasonable updates during the process.
- 5) **Outcome:** Our aim is resolution within 30 calendar days. If more time is needed, we'll explain why and provide a revised timeframe.
- 6) **Remedies:** If upheld, we provide appropriate remedies (e.g., apology, service change, staff coaching, fee correction, process improvement).
- 7) **Review:** If you're not satisfied, request an internal review or escalate externally (Section 12).

## 9. What we collect and how we keep records

To manage your complaint, we may collect your name and contact details (unless anonymous), details of what happened, who was involved, when it occurred, preferred outcomes, and accessibility needs.

We record: date received, issues, actions taken, findings, outcome, remedies, date closed, and how we communicated the decision.

**Privacy:** We protect personal information in line with the Privacy Act 1988 (Cth), the Privacy and Personal Information Protection Act 1998 (NSW), and the Information Privacy Act 2009 (Qld). Records are stored securely, kept confidential, accessed on a need-to-know basis, and retained for at least seven (7) years or longer if required by law.

#### 10. Procedural fairness and open disclosure

- We listen to your account and consider relevant information without bias.
- Individuals named in a complaint have an opportunity to respond to matters concerning them.
- Decisions are based on evidence and relevant policies.
- We explain the outcome, reasons, and actions to be taken.
- No disadvantage or refusal of service for making a complaint in good faith.

#### 11. Roles and responsibilities

- **Chief Executive Officer (CEO):** Accountable for complaint handling and resourcing; ensures systemic improvements.
- **NDIS Compliance Lead/Operations Manager:** Oversees intake, investigation, reporting to the CEO, and compliance with NDIS Rules and Code of Conduct.
- **Managers/Supervisors:** Resolve complaints early; escalate as required; implement corrective actions.
- **All Staff and Contractors:** Treat feedback and complaints respectfully; escalate urgent risks immediately; cooperate in investigations; maintain confidentiality.

#### 12. External complaint options

You can raise a complaint externally at any time—before, during, or after using Eximm’s internal process.

- NDIS Quality and Safeguards Commission — 1800 035 544 — [ndiscommission.gov.au](http://ndiscommission.gov.au)
- Office of the Commonwealth Ombudsman — 1300 362 072 — [ombudsman.gov.au](http://ombudsman.gov.au)
- NSW Ageing and Disability Commission (advice) — 1800 628 221 — [adc.nsw.gov.au](http://adc.nsw.gov.au) (NDIS Commission remains the primary body for NDIS complaints)
- Queensland Human Rights Commission (discrimination/human rights information) — 1300 130 670 — [qhrc.qld.gov.au](http://qhrc.qld.gov.au)
- Office of the Health Ombudsman QLD (health service complaints) — 133 OHO (133 646) — [oho.qld.gov.au](http://oho.qld.gov.au)

#### 13. Continuous improvement

We analyse complaint trends, timeframes, outcomes, and recurring issues at least quarterly to identify service and system improvements. Significant issues or risks are reported to the CEO with corrective actions and timelines.

#### 14. No detriment / victimisation is prohibited

Participants, their representatives, staff, and advocates will not face adverse treatment for making or supporting a complaint in good faith. Any retaliation is a serious breach of this policy and may result in disciplinary action.

#### 15. Policy review and related documents

- **Review cycle:** Annually, or sooner if legislation or NDIS requirements change, or if audit findings warrant updates.
- **Related documents:** Incident Management; Privacy; Risk Management; Code of Conduct; Safeguarding; WHS; Service Agreements; Staff Training and Induction.

#### 16. Legislation, standards, and guidance (non-exhaustive)

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS (Quality Indicators for NDIS Practice Standards) Guidelines 2018
- NDIS Code of Conduct
- Privacy Act 1988 (Cth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Information Privacy Act 2009 (Qld)
- Competition and Consumer Act 2010 (Cth) — Australian Consumer Law