

72% of Karumahs service users achieved all or part of their self-management goals

Self-management outcomes include – reduced hospital presentations – increase in treatment uptake and adherence
Karumah recognises that people are their own experts and encourages them to be active in their own health outcomes



4.14.1 Karumah Grievance Procedure

Karumah Grievance Process

1. Karumah will ensure that all employees; volunteers; board members and service users are aware of their right to lodge a grievance and to have that grievance heard promptly, fairly and without fear of retribution.
2. Karumah will ensure that all employees; volunteers; board members and service users are aware that they may have an advocate of their choice to support them during a formal Grievance Process.
3. All formal avenues for handling of grievances will be fully documented and the employee/volunteer/board member/service users wishes will be taken into account in the determination of appropriate steps and actions.¹²⁶

Step 1.

The complainant should approach their Coordinator and advise that they have a grievance. Should the grievance be in relation to the Coordinator, and the staff Member volunteer; board member or service user does not wish to approach the Coordinator directly, the approach will be made to the Chairperson of the Board in writing.

The discussion will be confidential and be formally documented, and every effort will be made to resolve the grievance at this stage.

Step 2

If the grievance is not resolved, the complainant will put the grievance in writing to the person with whom they discussed it in Step 1. The grievance will be presented to the Coordinator or the Chairperson of the Board. If the grievance is in relation to the behaviours or actions of staff member/volunteer; board member, that person will be advised of the grievance in writing by the person to whom the grievance was presented, within 48 hours of the grievance being lodged. The advice will include a request for the person to respond and provide their response to the grievance within five working days.

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The grievance will remain confidential to the aggrieved person, the person who receives the grievance and the person/s who are the subject of the grievance, until a response to the grievance is received from that person. Strategies to resolve the grievance must be initiated no later than seven working days after the receipt of the written grievance

Step 3

If the grievance is not resolved at Stage 2, the parties, (the aggrieved staff member/volunteer/board member/service user, the person to whom the grievance was made and the person/s who are the subject of the grievance) will meet and endeavour to agree on an external mediator to work with them to resolve the grievance.

If the matter remains unresolved after the involvement of an external mediator and specialist HR advisory service, or if the parties cannot agree on an external mediator, the Coordinator will make a decision on the issue which shall be a final decision. In the case of the grievance being against the Coordinator, the full Board will make the decision. The decision will be provided in writing to both the aggrieved person and the person/s who were the subject of the grievance.

If the aggrieved person remains aggrieved they may choose to consult an external organisation for further advice and support.

Procedures

1. Karumah will ensure that all consumers, and where they are identified, their carers, are provided with information about the Consumer and Carer Complaints Policy when they first access the service, and that they are reminded of the policy and their rights to make a complaint without fear of affecting their service.
2. When a consumer (and/or carer) makes a complaint about any aspect of their involvement with Karumah, the first step will be for the staff member to whom the complaint is made to listen respectfully and non-judgementally to the complaint and attempts to work with the consumer (and/or carer) to resolve it.
3. If this first response does not resolve the complaint, the consumer (and/or carer), will be advised of their rights to make a formal written complaint to Karumah, and to have a support person or advocate to assist them. The consumer (and/or carer) should be offered assistance to make the complaint.

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4. Karumah has a formal Consumers and Carers' Complaint Form, but it is not essential for the Consumer to use this form if they do not want to. All formal complaints will be noted and recorded and filed for Quality Assurance purposes and retained as confidential documents, the Coordinator will be aware of complaints made in relation to their program areas.

5. Consumers (and/or carers) who make a formal complaint will:

- immediately be informed of the Consumers' Complaints Policy;
- have their complaint dealt with confidentially and quickly, in an atmosphere of understanding and trust. When a formal complaint is made, the Coordinator will meet with the consumer (and/or carer), and their advocate if they have one, as soon as possible to review the complaint and endeavour to resolve the situation. The agreed resolution or reasons for non-resolution at this meeting are to be documented, and a copy provided to the parties involved. The Complaints Register will be reviewed at least once every year to analyse complaints and identify opportunities for service improvement.

If the consumer is not satisfied with the outcome after following these steps, alternative options are available. We recommend they contact the Ombudsman, Health and Community Services Complaints Commissioner or other relevant advocacy service