

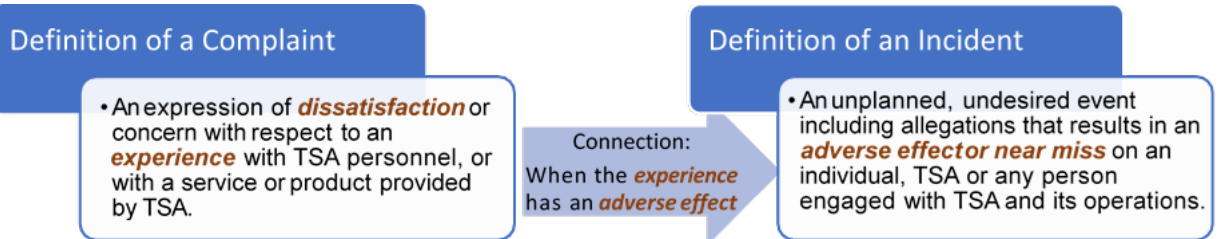


Salvation Army Housing Complaints and Feedback Categorisation Table (Complaints, Compliments, and Suggestions)




For complaints with content that describes an incident or an allegation of an incident (see below definition) please record the complaint in the incident management system and refer to the Incident Management Procedure and the Incident Categorisation Table.

Examples of incidents include unexpected death, client injury, missing person, any forms of abuse, physical/sexual assault or harassment, theft.



Feedback Group	Feedback Types
Access to services	<ul style="list-style-type: none">▪ Ability to make contact▪ Access to service▪ Response to request for support/care/assistance/service
Client behaviour	<ul style="list-style-type: none">▪ Behaviour▪ Nuisance/noise▪ Personal safety▪ Pets▪ Suspected illegal activity
Communication	<ul style="list-style-type: none">▪ Adequacy of Information or communication▪ Cultural/language
Physical environment and maintenance	<ul style="list-style-type: none">▪ Tidiness/cleanliness/hygiene▪ Maintenance of property and equipment▪ Physical access to building
Service delivery	<ul style="list-style-type: none">▪ Adequacy of staffing levels▪ Adequacy of support/care/assistance/service▪ Agreed outcomes▪ Availability of staff▪ Experience of goods provided▪ Provision of service/voucher/goods▪ Referral to services▪ Response time to requests▪ Security of personal property
TSA personnel conduct	<ul style="list-style-type: none">▪ Appearance▪ Conduct

Notification Key		
I Immediately after incident or awareness of incident	AM Area Manager	LM Line Manager (Service/Site/Program/Ops Manager)
8H Within 8 hours after incident or awareness of incident	CDM Corporate Dev. Manager	SM State Manager
24H Within 24 hours of awareness of incident	CEO Chief Executive Officer	MR Media Relations
48H Within 48 hours of awareness of incident		
D At the discretion of the last person notified in the management structure + Additional notification not within direct line management structure		
 A complaint raised by an external body (e.g. funding, regulatory) must be notified to the CDM and CEO level, as per the following notification process: (I) LM → (I) SM → (I) CDM → (I) CEO		

Term	Definition	Notification
Access to Services	Access or availability of services to community members, clients, participants or beneficiaries and the barriers experienced when seeking access.	
Ability to make contact	The ability to contact any service, for example: <ul style="list-style-type: none"> ▪ Availability of contact information. ▪ Variety of contact mediums (i.e. language other than English, multiple formats); ▪ Inability/ability to connect to service via phone lines; ▪ Excessive/short hold periods; and ▪ Calls not being returned or being returned. 	(24H) LM → (24H) CDM
Access to service	Complaint: A situation that has resulted in the restriction or the temporary or permanent withdrawal of services due to a range of factors such as: breaking mandatory rules, abusive and/or dangerous behaviour, failure to meet appointments or mandatory obligations, criminal activity, banning notices etc. Compliment: Access to services is straightforward, simple, and quick.	(24H) LM → (24H) CDM
Response to request for support/care/assistance/service	A response to a request for support/care/assistance or service that has either taken an unreasonable/excessive amount of time to respond to, leading to distress or further hardship. Or taken quickly and expediently, leading to a high level of client satisfaction & experience. This includes call bell response time in Aged Care.	(24H) LM → (24H) CDM

Client Behaviour	The manner in which clients, tenants, neighbours, community members, participants and beneficiaries respond, and conduct themselves.	
Behaviour	<p>Complaint: Behaviour that interferes with the reasonable peace, comfort and privacy of clients and neighbours. It can include:</p> <ul style="list-style-type: none"> ▪ threats and harassment ▪ property damage ▪ vandalism ▪ aggressive and rude ▪ nuisance and disturbance ▪ nuisance from vehicles (e.g. abandonment) ▪ dropping litter and dumping rubbish in public areas ▪ alcohol and solvent abuse ▪ unkempt gardens (those which attract the dumping of goods, creating eyesores) <p>Compliment: Behaviour that enhances peace, comfort and privacy of clients and neighbours.</p>	(24H) LM → (24H) CDM
Nuisance/noise	<p>Complaint: Unwanted sounds that are annoying, distracting or harmful to a person's wellbeing and can be heard in their current environment or in their place of residence. Consider the duration and the time of the day of the noise and whether prior warning has been issued.</p> <p>Compliment: The absence of noise, a peaceful and serene environment.</p>	(24H) LM → (24H) CDM
Personal safety	Providing / not providing adequate locks and their maintenance or other security devices necessary to keep the premises 'reasonably' secure.	(24H) LM → (24H) CDM
Pets	<p>Complaint: Pets such as birds or animal kept on the premises or the common areas by tenants without the landlord's (TSA) written consent. Pets must not</p> <ul style="list-style-type: none"> ▪ disturb neighbours ▪ create a nuisance ▪ pose a health threat or danger to the community ▪ become a nuisance to anyone. <p>Compliment: Pets are allowed on the premises with consent and provide companionship and a range of other positive benefits.</p>	(24H) LM → (24H) CDM
Suspected illegal activity	Suspicion that illegal activity is carried out in public housing by the occupants where the police may be contacted such as drug dealings or activity, brothels, keeping stolen goods.	(24H) LM → (24H) CDM
Communication	Providing, receiving or exchanging ideas, information, signals or messages through appropriate media, enabling TSA personnel and clients to effectively communicate with each other.	
Adequacy of Information or communication	Communication or Information was; available/not available, provided/not provided, correct/incorrect, on time/too late or well/inadequately communicated.	(24H) LM → (24H) CDM

Cultural/language	Knowledge or understanding of the culture, background or language leading to either the convenience or difficulties in communication and accessing services.	(24H) LM → (24H) CDM
Physical environment and maintenances	The physical environment provided to our clients that is safe, comfortable, hospitable, clean and easily accessible by people with disabilities.	
Tidiness/ cleanliness/hygiene	The tidiness, cleanliness or hygiene of facilities or of personnel are not to a standard that can reasonably be expected.	(24H) LM → (24H) CDM
Maintenance of property and equipment	Property (buildings, grounds) or any type of equipment used or provided in our facilities that is either damaged/in good condition, not working/working, worn/new or generally fit/not fit for its intended purpose.	(24H) LM → (24H) CDM
Physical access to building	TSA buildings, amenities (e.g. toilets, showers, meal areas) and activities ensure people with disability have equal and dignified access to enable them to participate. For example, buildings have access ramps and rails; multi story facilities have lifts or only run programs on ground floors; toilets provide for wheelchair access and include handrails.	(24H) LM → (24H) CDM
Service delivery	The way we deliver services, products and experiences that are consistent, sustainable and holistic and are centred on meeting the needs of clients, participants, beneficiaries, customers and community members. Within Aged Care this refers to Clinical Care.	
Adequacy of staffing levels	Staff levels positively/negatively affect the ability to provide services to meet standards (internal & external) and impacting on staff workload and morale.	(24H) LM → (24H) CDM
Adequacy of support/care/assistance/service	The standard of support, care, assistance or service provided to the satisfaction and/or expectations of the client, participant, participant or beneficiary. In Aged Care both health care and personal care are included.	(24H) LM → (24H) CDM
Agreed outcomes	An assertion that the agreed outcomes have not been entirely realised. This can include commitments, promises and reasonable expectations built up from material and information provided.	(24H) LM → (24H) CDM
Availability of staff	Staff availability, presence or attendance affecting the ability to deliver service to the satisfaction and reasonable expectations of clients, participants, beneficiaries and community members.	(24H) LM → (24H) CDM
Experience of goods provided	A positive/negative experience with any goods provided, for example: <ul style="list-style-type: none"> Goods/products exceed expectations or are faulty Goods/products are clean or contaminated e.g. bed bugs 	(24H) LM → (24H) CDM
Provision of Service/Voucher/Goods	The ability of TSA to provide a service, voucher or goods as advertised or requested. In Aged Care this applies to services not provided within the Resident Agreement.	(24H) LM → (24H) CDM
Referral to services	Referral to other services has been appropriate/inappropriate in consideration of the individual's circumstances or the referral has been effective/ineffective in addressing needs.	(24H) LM → (24H) CDM
Response time to requests	A response to a request/s that has been quick and effective or taken an unreasonable/excessive amount of time to respond to.	(24H) LM → (24H) CDM

Security of personal property	<p>Complaint: Damage, loss or theft of personal property whilst on TSA premises or whilst in a TSA service.</p> <p>Compliment: Praise regarding security of personal property on TSA premises or whilst in a TSA service</p>	(24H) LM → (24H) CDM
TSA personnel conduct	<p>The manner in which TSA personnel, respond, appear and conduct themselves toward clients, community members, participants, beneficiaries and each other, in keeping within the Code of Conduct Policy</p> <p>Dress code and appearance expectations (as per Code of Conduct Standard) applicable to TSA Personnel and Officers to:</p> <ul style="list-style-type: none"> ▪ Provide a consistent professional appearance ▪ Create a positive and favourable impression ▪ Meet health and safety requirements and regulations ▪ Meet uniform requirements as applicable 	
Appearance	<p>Appearances of TSA personnel members reflect on TSA services.</p> <p>It sets expectations on what is appropriate, acceptable and fit for purpose. As a general guide, a positive impression is to be conveyed by:</p> <ul style="list-style-type: none"> ▪ Looking presentable at all times ▪ Wear clothing as appropriate to the role/occasion 	(24H) LM → (24H) CDM
Conduct	<p>A single event of unacceptable or esteemed/appreciated behaviour directed towards TSA personnel or clients.</p> <p>This can also include being, insensitive/sensitive, intimidating/friendly, overbearing/supportive, condescending/humble, uncooperative/cooperative, unprofessional/professional, unhelpful/helpful, dishonest/honest, unethical/ethical, uncooperative/cooperative, integrity, display of anger/calm, vulgar/polite or discourteous/courteous behaviour, etc.</p>	(24H) LM → (24H) CDM