

Inclusion Support Subsidy Complaints Management Process

The purpose of the Complaints Management Process is to respond to concerns and complaints raised by child care providers about the administration of the Inclusion Support Subsidy (ISS) in a timely manner and to assist in the continuous improvement and management of the ISS.

What you can contact the National ISS Provider or DEEWR about

You can contact the National ISS Provider (NISSP) (KU Children's Services) or the Department of Education, Employment and Workplace Relations (DEEWR) if you have concerns or complaints about the administration of the ISS Program.

Complaints may be about issues such as:

- unreasonable delay in processing your ISS application or claim;
- an uncorrected error in processing your ISS application or claim;
- an action or decision which you believe is discriminatory;
- inadequate knowledge/training of NISSP staff; or
- unprofessional conduct by a NISSP employee or a DEEWR officer.

All complaints received by the NISSP will be registered on the Complaints Register maintained by the NISSP.

Please note that the NISSP is obliged not to withhold ISS funding from a complainant or discriminate against a complainant because of a complaint.

How to make a complaint

Step 1:

Contact the NISSP directly on 1800 824 955 (toll free) and talk to one of the team members and/or team coordinator or email

ACT, NSW, SA, VIC, WA – KU Children's Services (KU) on issinfo@ku.com.au

NT, QLD, TAS - Illawarra Children's Services (ICS) on iss@ics.org.au

If you are not satisfied with the outcome following Step 1, you can move to Step 2 and contact the NISSP Program Director.

Step 2:

If you do not wish to speak to the team member/Coordinator or you are not satisfied with the outcome following Step 1, please write to the NISSP Program Director to discuss your complaint.

- Email: issinfo@ku.com.au
- Mail: KU Children's Services, Box Q132, QVB Post Office, NSW 1230

Step 3:

If you are not satisfied with the outcome of Step 2 then you can write to the KU Manager, Community Programs
KU Children's Services, Box Q132, QVB Post Office. NSW 1230.

The KU Manager, Community Programs, will provide you with a written response within 14 days.

If, due to its complexity, the matter cannot be resolved in 14 days, KU will forward the complaint to DEEWR for advice and input.

Any issues affecting the entire program or those that cannot be resolved by the Manager, Community Programs will be forwarded to DEEWR for discussion and resolution at the joint DEEWR/National ISS Program Management Meetings.

Where a complaint is forwarded to DEEWR, DEEWR will be required to provide a written response within 14 days.

Step 4:

If you are not satisfied with the outcome after contacting the NISSP in accordance with the steps above, or you feel you can't raise your concern with the NISSP, you can contact DEEWR directly:

- Telephone: 02 6121 7072
- Fax: 02 6276 8954
- Email: ISS@deewr.gov.au
- Mail: ISS Complaints, LOC C17MR3, PO Box 9880 Canberra ACT 2601

If you contact DEEWR the following will happen

When you contact DEEWR, we will:

- discuss your complaint with you;
- advise you of the process that will be taken to resolve your complaint; and
- record your complaint.

You will be kept informed of progress and contacted to clarify any issues. A written response will be provided to you within 14 days. If the issue is complex, we may need to extend that time. This will be discussed with you.

Information required to investigate a complaint:

To investigate your complaint DEEWR will require:

- Details of your complaint including:
 - Your name and contact details;
 - Your permission for DEEWR officer/s looking into the matter to disclose your personal information to other relevant parties (if applicable); and
 - Details of any attempts you have made to resolve the matter.

Your consent will be requested before any of your personal information is disclosed.

If you agree, your personal information will be used for the purpose of processing your complaint and will be protected under the *Privacy Act 1988*. Your personal information will not be released to any person or organisation unless required by law or you provide your consent.

You have the right to withdraw your personal information from the Complaints Management Process at any time and your personal information will be deleted from DEEWR's records.

Should you not wish to provide your details to DEEWR when lodging a complaint an anonymous complaint can be made, but please note that in these cases a resolution may be more difficult.

What you can do if you are not satisfied by either NISSP or DEEWR's response to your concern /complaint?

If you are not satisfied with the way in which your complaint has been handled or resolved you can complain to the [Commonwealth Ombudsman](#). Complaints to the Ombudsman can be made in writing, by phone, in person or by using an online complaint form.

- Telephone: 1300 362 072
- Mail: GPO Box 442, CANBERRA ACT 2601
- Email: ombudsman@ombudsman.gov.au