

Inclusion Development Fund

Complaints and Appeals Management Process

Purpose

The purpose of the Complaints and Appeals Management Process is to respond to concerns and complaints raised by early childhood education and care (ECEC) services, families and other stakeholders about the administration of the Inclusion Development Fund (IDF) to address individual concerns and assist in the continuous improvement and management of the IDF.

You can contact the Inclusion Development Fund Manager (IDFM) (KU Children's Services) or the Australian Government Department of Education if you have concerns or complaints about the IDF or Inclusion Development Fund Manager (IDFM).

Complaints or Appeals may be about issues such as:

- unreasonable delay in assessment of your IDF application or claim;
- an uncorrected error in the assessment your IDF application or claim;
- an appeal in regards to the decision made by the IDFM in regards to the outcome of application for IDF Support
- an action or decision which you believe is discriminatory;
- inadequate knowledge/training of IDFM staff; or
- unprofessional conduct by an IDFM employee.

Please note that the IDFM must not withhold IDF support due to a complaint or concern raised.

The Complaints and Appeals Management Process is available on the IDFM website <https://idfm.org.au/contact-us>

Process

How to make a complaint

To raise and seek resolution of a complaint, concern or request an appeal you can contact the IDFM by phone, toll free on 1800 824 955, or email idf@ku.com.au

You can request that your complaint be referred to a specific IDFM team member, including a Stream Coordinator or the IDFM Program Director.

The IDFM staff member who receives the complaint will do their best to resolve your complaint in the first instance.

What will happen when a complaint, concern or appeal is made?

If the complaint is straightforward the IDFM will provide a prompt response and seek any further questions or feedback from you in relation to the response given. You may raise your complaint, concern or appeal verbally or in writing.

If the complaint involves further investigation or inquiries to be made, the IDFM will plan and implement an investigation. We will usually ask you to provide information in writing to ensure our investigation addresses the issues raised. A response to your complaint will be provided within 14 days to either provide an outcome of the investigation, or to provide information regarding the progress of the investigation.

You will receive a response, including the investigations undertaken, any findings of the investigation and the decision made as a result of the investigation.

What do I do if I want further information about how the complaint was managed or the outcome of the complaint?

You can request clarification or further information about the investigation or the outcome by contacting the person who provided the response.

What do I do if I am not satisfied with investigation conducted or the decision made?

If you are not satisfied with the outcome of your contact with the IDFM you can raise your concern with the KU General Manager Inclusion Programs.

Email: natalie.grenfell@ku.com.au

Mail: General Manager Inclusion Programs, KU Children's Services, Box Q132, QVB Post Office. NSW 1230.

Alternatively, you can contact the Department of Education.

Email: InclusionSupportProgram@education.gov.au

Mail: Director, Inclusion Support Program, C50MA4, PO Box 9880 Canberra ACT 2601 **Phone:** 1300 566 046 (Department of Education switchboard)

What you can do if you are not satisfied by either the IDFM or the Department's response to your 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 complaints form.

Phone: 1300 362 072

On Line Complaints Form: <https://www.ombudsman.gov.au/>

Post: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601

How will complaints, concerns and appeals assist to improve the delivery of the IDFM and IDF?

A register of complaints will be maintained by the IDFM. Analysis of the investigation into complaints and the outcome of complaints will assist the IDFM to identify emerging issues and trends, as well as policy and practice issues impacting on the appropriate access to and administration of the IDF. The IDFM will work with the Department to identify and implement appropriate programme improvements, as a result of complaint investigations and outcomes.

How do I access information about the IDFM Privacy Policy?

Please refer to <https://idfm.org.au/privacy-policy>