



SAS Handling Complaints Procedure

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1. Scope

This procedure applies to all staff working in the Single Assessment System (SAS), at Independent Living Assessment (ILA).

2. Procedure Statement

ILA staff will actively listen to feedback and respond to all complaints received in a meaningful way. Complaints will be managed with principles of natural justice considered throughout the process. Everyone involved in the complaint has the right to be treated without bias and decisions with outcomes determined by the evidence reviewed. ILA practices Open Disclosure and will listen to the complainant's experience of events.

The ILA website includes details about advocacy services that are available, as well as translation and other communication and hearing support services, to support people in making a complaint.

The complaints process is accessible to all, considering diverse needs, characteristics and life experiences. There will be no negative repercussions for making a complaint.

3. Process

1. Receiving a Complaint and Notification Pathways		
Step	Action	Responsibility
1	ILA may receive complaints from clients, their carers and their representatives, or from the My Aged Care Assessor Portal, relating to the delivery of Aged Care Needs Assessments.	Team Member
2	Once a complaint has been received, ensure that the complainant is aware of their rights and responsibilities and mechanisms for complaints. Please see procedures below in relation to complaints lodged by clients. Complaints lodged by complainants who are not clients, escalate to the Team Leader or Program Manager.	Team Member
3	ILA must notify the Department of Health and Aged Care if it becomes aware of any complaint made, or likely to be made, against it or any Assessor, to a complaints body or regulatory authority.	Assessment Services Manager
4	It is noted that if the Department becomes aware of any such complaint that has not been notified to the Department, the Department can take actions against ILA.	Assessment Services Manager
5	If the Department receives a complaint through My Aged Care it will be referred back to ILA for investigation and resolution. The outcome will be reported back to the Department.	Assessment Services Manager

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6	Records of complaints will be stored securely within our feedback management system and a Complaints Register can be generated at the request of the Department.	Assessment Services Manager / Quality Team
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2. Client Makes a Complaint in Relation to the Assessment Outcome		
Step	Action	Responsibility
1	Should ILA receive a formal complaint from a client in regards to their assessment outcome, the Team Leader and/or Program Manager will discuss the complaint and seek further information from the Assessor in relation to the complaint.	Assessor
2	The Team Leader or Program Manager will contact the client to discuss their concerns and grounds for complaint.	Team Leader / Assessment Services Manager
3	If warranted, the Team Leader will offer the option of a reassessment with a different Assessor. The Team Leader will provide information to the client for Advocare in case the client would like a support person in attendance at the reassessment.	Team Leader / Assessment Services Manager
4	<p>The Team Leader should advise the client if they are unsatisfied, they may also submit a written reconsideration request within 28 days of receiving the decision notice to;</p> <p style="padding-left: 40px;">The System Governor Department of Health, Disability and Ageing Attn: Review of Decisions Section GPO Box 9848 ADELAIDE SA 5001</p> <p>This request must set out reasons why they are seeking a review. This process will then be handled externally by the System Governor.</p>	Team Leader / Assessment Services Manager
5	The Team Leader will document the complaint in CRM and My Aged Care including outcome post reassessment.	Team Leader / Assessment Services Manager

3. Client Makes a Complaint in Relation to Assessor Conduct		
Step	Action	Responsibility
1	Information in relation to the complaint will be provided to the Team Leader including the details of the concern and the Assessor involved.	Team Leader
2	The Team Leader will contact the client to ascertain details in relation to the conduct and complaint made against the Assessor.	Team Leader
3	Depending on the severity of the complaint the client can be offered a reassessment with a different Assessor. If the accusation relates to	Team Leader

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	conduct requiring further investigation by the Program Manager and/or AHPRA, the Team Leader will provide documentation from the client and from the Assessor to the Program Manager.	
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4. Client Makes a Complaint in Relation to a Service Provider		
Step	Action	Responsibility
1	Client contacts the Client Support Officer (CSO), Assessor or Team Leader in regards to a complaint about a service provider they are engaged with.	CSO / Assessor / Team Leader
2	The Team Leader will document the concerns reported by the client and provide the client with information for Advocare.	Team Leader
3	The Team Leader will contact a Team Leader or Program Manager at the service provider/organisation that the client has made the complaint about and provide information in relation to the complaint.	Team Leader
4	The Team Leader will provide details to the client about the Team Leader or Program Manager who has received the complaint.	Team Leader
5	ILA Team Leader will document complaint in ILA's CRM and My Aged Care.	Team Leader
6	Team Leader will also encourage the client to contact MAC's Complaints Departments if the concern / complaint is not rectified.	Team Leader

5. Means of Complaint		
Step	Action	Responsibility
1	Clients have options in terms of where they would like to direct their complaint. Information for making a complaint to ILA can be found on the website via the 'Feedback and Complaints' section. This provides clients with options for phone contact, email contact, online feedback form or post address to provide their feedback or complaint in writing.	Client / Client's Representative
2	Complaints can also be made directly to My Aged Care by the client or client representative by phone (1800 200 244) or in writing to My Aged Care Complaints PO BOX 1237 Runaway Bay QLD 4216	Client / Client's Representative
3	The My Aged Care Website also provides information in relation to: <ul style="list-style-type: none"> - Clients who disagree with their approval outcomes - Elder Abuse - The Commonwealth Ombudsman - Concerns about service providers - Concerns about Aged Care costing - Reporting potential fraud 	Client / Client's Representative

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4	<p>CHSP guidelines include the aforementioned options for complaints and encourage CHSP providers to provide feedback</p> <p>9.6 Complaints mechanisms</p> <p>CHSP providers must actively encourage their clients and their carers to provide feedback about the services they receive.</p> <p>A client has the right to call an advocate of their choice to present any complaints and to help them through the complaints management process.</p>	CHSP Providers
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1. Complaints Relating to Systems Issues – Not Related to iLA Assessment Services		
Step	Action	Responsibility
1	Survey is received and reviewed. Where it is identified that the complaint is not related to iLA it is recorded on Spreadsheet -	

4. Definitions

Term	Definition
AHPRA	Australian Health Practitioner Regulation Agency- The national registration and accreditation body in Australia for allied health professionals.
Ombudsman	An officer of the Parliament who receives, investigates and resolves complaints about government agencies.

5. Governance

Parent Policy	ILA-BRD-POL-0118 Client Feedback Management - ILA
Associated procedures / documents	ILA-QR-PRO-035 Client Complaint Management Procedure – ILA ILA-QR-WI-025 CRM Feedback, Hazard, Incident or Improvement Work Instruction
Related legislation	Aged Care Act 2024 Privacy Act 1988
Division	Assessment
Endorsement	Director, Assessment
Owner	Director, Assessment
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For advice and support please contact the Quality Lead at Quality@ilaustralia.org.au