

Conflict Resolution Procedure

Responsibilities

The Board of Project Independence is responsible for developing, adopting, and reviewing the Conflict Resolution Policy. The CEO of PI is responsible for implementing this procedure and advising on the need to review or revise it when necessary.

Processes

The "PI Complaint Resolution Process Flowchart (Attachment A) will be adhered to by all parties.

The procedure is detailed below:

NDIS Reportable Incidents

If the incident is a serious Reportable Incident (to see incidents reportable to the NDIS - go to this [link](#)) the LIRC or Operations Coordinator will immediately escalate it the Operations Manager and CEO, while advising families/carers at the same time. The CEO will ensure relevant authorities such as the NDIS Commissioner are made aware of the incident within the first 24 hours of it being reported.

Where a resident has a legal guardian, the Operations Manager must advise them of any complaints raised by or about the person they are holding guardianship orders for

All Reportable Incidents will be thoroughly investigated by PI who will make all relevant authorities aware of the outcome of their investigation and proposed actions (as approved by the Board). Involved parties and their family/carers will also receive this information.

Non-Reportable Complaints/Incidents

- Any PI resident who has a dispute or grievance with another resident, the family/carers of other residents, or an employee of PI, which they cannot resolve directly with the involved parties, should raise the matter with their Live-In-Resident Coordinator (LIRC) or the Operations Coordinator (OC).
- If a resolution cannot be reached through informal involvement by PI staff, the resident will be asked to complete a Complaint/Incident Report Form.
- The resident may request assistance to complete the form from a PI staff member or family member/carer or legal guardian.



- Within 3 working days of receiving the form, the Operations Manager will send an email to the complainant, family/carers, LIRC and OC and advise them of the action to investigate and resolve the complaint, and the expected timeframe for resolution.
- Where a resident has a legal guardian, the Operations Manager must advise them of any complaints raised by or about the person they are holding guardianship orders for
- If the complaint implicates another PI resident, family/carer of a resident, or a PI staff member the Operations Coordinator will inform them of the complaint and the expected timeframe for resolution.
- At this point in time an investigation into the complaint/incident will commence.
- It is expected that all PI residents, their family/carers, PI staff and visitors to PI will co-operate in the investigation process.
- Investigation findings and historical data, if relevant, will then be considered by the CEO and Operations Manager, or will be escalated to the Board for review.
- Once a decision has been made by the CEO/Operations Manager, or Board, all involved parties will be advised of the outcome within 3 business days of the decision being handed down.
- The time between the Complaint/Incident Form being received and involved parties being advised of the outcome should not exceed 21 days.
- If this timeframe cannot be met, the complainant will be informed of the reasons and given an alternative timeframe for resolution.
- All residents and their family/carers must comply with outcomes and timeframes of the PI Management or Board decision, or alternatively submit an appeal within 14 days of receiving the final Actions/Recommendations Report.

Related Documents

- Conflict Resolution Flowchart
- Conflict Resolution Policy

