

HEALTH ON GRANGE PHYSIOTHERAPY

CHILD SAFE ENVIRONMENTS POLICY

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1. Purpose of Policy

This Child Safe Environments Policy was written to demonstrate the strong commitment by the management of Health on Grange Physiotherapy and our employees to child safety, and for establishing and maintaining a child safe and child friendly environment. This policy will outline the roles and responsibilities of everyone involved in our organisation.

2. Commitment to the safety of children and young people

This policy reflects our commitment to provide a safe environment where every person has the right to be treated with respect and is protected from harm, or risk of harm, whilst visiting Health on Grange Physiotherapy. We are committed to the safety and protection of all children and young people accessing our services and the welfare of the children in our care will always be our first priority.

We aim to create a child safe and child friendly environment where all children and young people are valued and feel safe, with our company complying with the child safe environment provisions of the *Children and Young People (Safety) Act 2017*, *Child Safety (Prohibited Persons) Act 2016* and aligns with the *National Principles for Child Safe Organisations*.

Children and young people are valued, respected and encouraged to participate at Health on Grange Physiotherapy. This policy was developed in collaboration with our employees, the parents and the children who use our services.

At Health on Grange Physiotherapy, we are committed to our open diversity acceptance and respectfulness of all children and young people, no matter their race, ethnicity, gender, gender identity, age, social class, sexual orientation, physical ability or attributes and religious beliefs. Bullying and harassment will not be tolerated.

3. Scope of policy

This policy applies to management, all employees, and other individuals including students, volunteers and contractors, involved with Health on Grange Physiotherapy. These persons will be referred to throughout the policy collectively as personnel.

These personnel agree to accept, and act in accordance with the policy, recognising the National Principles, and have signed a document stating this fact.

**See Appendix I –*

Agreement and acceptance of:

HEALTH ON GRANGE PHYSIOTHERAPY - CHILD SAFE ENVIRONMENTS POLICY

Health on Grange Physiotherapy recognises that external third parties, such as contractors, students and volunteers may have the opportunity to work with children or young people whilst they are in our Practice. If this is the situation, they will also be required to agree to accept, and act in accordance with the policy and sign the document:

**See Appendix I -*

Agreement and acceptance of:

HEALTH ON GRANGE PHYSIOTHERAPY - CHILD SAFE ENVIRONMENTS POLICY

4. Communication

Health on Grange Physiotherapy ensures that everyone to whom this policy applies, has an opportunity to read the policy. Upon recruitment, this Child Safe Environments Policy and related documents are provided to all personnel as part of their induction.

It is also a requirement that all personnel sign a written statement indicating that they have read and will abide by our Child Safe Environments Policy. We retain a copy of all signed statements.

* See Appendix I

Agreement and acceptance of:

HEALTH ON GRANGE PHYSIOTHERAPY - CHILD SAFE ENVIRONMENTS POLICY

A hard copy of this policy is located behind the Reception area, and is easily available for any child, young person or interested parent or guardian to view upon request.

We also have the following information outlined in our welcome package for New Patients. This form is titled: Informed Consent Form, and contains the following extract:

CONSENT FOR OTHERS:

CHILDREN & MINORS: Consent from a parent or guardian is required to treat minors. We are committed to providing and maintaining a safe environment to all children and young people. A copy of our Child Safe Environments Policy is available upon request. Please ask our friendly Reception Staff. We encourage any concerns or problems to be discussed with management or one of our helpful employees.

We respect the views of children and young people and encourage them to participate in decision making and provide feedback as appropriate. This is detailed further in number 5 of this policy: *Participation of children and young people.*

Children and young people are informed by their treating Physiotherapist on their first interaction of their right to safety, their right to be listened to and that they can provide feedback or make a complaint if they have a concern, to any personnel member or ask their parent/guardian to do this on their behalf.

Our Physiotherapists communicate with children and young people in an age-appropriate or developmentally appropriate language and do their best to make their experience with us as friendly and comfortable as possible.

5. Participation of children and young people

We value and respect the views of children and young people who access our services.

The personnel of Health on Grange Physiotherapy encourage children who use our services to 'have a say' about those things that are important to them. Our physiotherapists constantly provide opportunities for feedback to be given during their treatment sessions with children and young people by actively listening to their desires and any ideas they may have and incorporate these into their treatment.

We listen to and act on any concerns or complaints children, their parents or carers raise with us immediately. These concerns or complaints can be made directly to any member of staff, or by completing a feedback form located on our reception desk (this can remain anonymous) or through our website, either by selecting "Contact Us" or "Leave Feedback".

www.healthongrangephysiotherapy.com.au

6. Code of Conduct

A Code of Conduct exists at Health on Grange Physiotherapy. This applies to all of the personnel of Health on Grange Physiotherapy.

Upon commencement of employment, all employees are given a copy of Health on Grange's Child Safe Environment Policy, which includes a copy of the *Code of Conduct*.

** See Appendix II - Code of Conduct*

This code of conduct can be accessed in the Child Safe Environment Policy. This Policy is located behind the Reception area, and is easily available for any child, young person or interested parent or guardian to view upon request

7. Recruitment

Health on Grange Physiotherapy takes all reasonable steps to ensure that we employ the most suitable and appropriate people to work with children.

After receiving a written application for an advertised position with Health on Grange Physiotherapy, we interview all potential candidates face to face, and conduct referee and qualification checks. A probation period of 3 months applies to all new employees, enabling on-the-job observation to occur.

Health on Grange Physiotherapy meets the requirements of the *Child Safety (Prohibited Persons) Act 2016* by insisting as a pre-requisite that our Physiotherapists have a valid Working with Children Check, issued by the Screening Unit of the Department of Human Services. If the candidate does not have a current Working with Children Check, Health on Grange Physiotherapy will apply for one on their behalf. That employee will not be able to work with Children or Young People until their "not prohibited" Working with Children Check has been received.

Health on Grange Physiotherapy verifies employees will renew their WWCC every 5 years and the status remains as "not prohibited". Verification will be done online through the Organisation Portal via the DHS Screening Unit.

Dessaur Physiotherapy Pty Ltd (trading as Health on Grange Physiotherapy) has successfully registered with the DHS Screening Unit's on-line screening system (Ref# AR35357), and applications are made through this channel.

In the event that Health on Grange Physiotherapy becomes aware of certain information regarding any employee, including any serious criminal offence, child protection information, or disciplinary/misconduct information, the DHS Screening Unit will be advised immediately by either:

Telephone - (08) 8463 6468

Email - dhs.childsafe@sa.gov.au

The employee concerned, will be suspended from employment immediately whilst the given information is investigated. They will only be able to resume employment if they are approved by the DHS Screening Unit to be able to continue to work with Children or Young People.

8. Supervision, training and support for employees and volunteers

Health on Grange Physiotherapy seeks to attract and retain the best personnel. We have strategies in place to supervise, train and support our team to understand their mandatory reporting obligations and their responsibilities to maintain a child safe/friendly environment. A copy of this policy is given to each new employee on their induction.

We support our physiotherapists by providing the following resources in our Child Safe Environment Policy.

1. Fact Sheet – possible indicators of abuse (located in Policy – *Appendix III*)
2. The South Australia Mandatory Reporting Guide is easily accessible through the link:
<https://www.childprotection.sa.gov.au/documents/mandatory-reporting-guide.pdf>
3. We ensure all personnel read and understand the Mandatory Notification Information Booklet available at:
https://dhs.sa.gov.au/__data/assets/pdf_file/0003/103179/CSE-Mandatory-notification-information-booklet.PDF

All physiotherapists need to comply with mandatory professional development as outlined by the Physiotherapy Board of Australia, by obtaining and maintaining the necessary skills and knowledge to meet the mandatory requirements of their role as it related to their interaction with children and young people. We at Health on Grange ensure this is current and ongoing. We discuss and highlight important points in Health on Grange Physiotherapy's *Child Safe Environment Policy* as a standing item during staff meetings, and professional development sessions to ensure the policy is kept at the forefront of every employee.

9. Reporting and responding to harm or risk of harm

Health on Grange Physiotherapy will ensure children and young people are kept safe from harm and risk of harm.

A copy of Fact Sheet – possible indicators of abuse is located in our Child Safe Environments Policy – *Appendix III*. All personnel have an obligation to read this Fact Sheet so they can recognise signs of risk of harm. Section 17 of the Safety Act defines 'harm' to mean physical or psychological harm (whether caused by an act or omission), including harm caused by sexual, physical, mental or emotional abuse or neglect.

If a child or young person discloses harm, or a personnel member has reasonable belief that a child or young person is, or may be, at risk of harm, they are to notify the

Child Abuse Report Line (CARL) on 13 14 78

The report line is open 24 hours a day / 7 days a week.
or if at immediate risk, report to the South Australia Police on **000**.

In cases involving Aboriginal children and young people, support is provided by Yaitya Tirramangkotti - an Aboriginal team, via the CARL number **13 14 78**

Information about making appropriate reports of harm or risk of harm is available from the South Australian Department of Child Protection website:

<https://www.childprotection.sa.gov.au/reporting-child-abuse>.

At Health on Grange Physiotherapy, the Physiotherapists are mandated notifiers in our organisation. This has been determined due to the close nature of their interaction with children and young people during treatment sessions whilst in the practice. Health on Grange Physiotherapy supports these roles, their legal obligations, and the responsibility that these roles carry with them. The individual who identifies the harm or risk of harm will make the report to CARL and not report internally for another staff member to determine if it is a reportable matter.

Other mandated notifiers of Health on Grange Physiotherapy are those personnel that hold a management position in the organisation the duties of which include direct responsibility for, or direct supervision of, the provision of those services to children and young people.

However, child protection is everyone's responsibility, and all members of our organisation are supported and encouraged to report the reasonable belief that a child or young person is or may be at risk of harm, whether or not they are legally obligated to.

Health on Grange Physiotherapy stipulates that management must be made aware of any reports made to CARL of suspected harm or risk of harm to a child or young person. This ensures the staff member is supported through this difficult situation by the management of Health on Grange Physiotherapy.

Health on Grange Physiotherapy will be guided by the Department for Child Protection and/or SAPOL after a report has been made as to whether an internal investigation will be conducted.

If a personnel member is reported to CARL or SAPOL for causing harm or risk of harm to a child or young person, they will be removed from any role that involves working with any child or young person until authorities have concluded their investigation.

Support can also be given to children, young people and their families after a report to CARL has been made. This may include continuing to provide Physiotherapy services to the child or young person and their family, monitoring their circumstances. We may also feel the need to refer the child, young people or their family to other appropriate services.

Health on Grange proudly displays a child/young person appropriate poster in our waiting room "Feeling worried? you can talk to us" that has a QR code plus:

Kids Helpline phone number – 1800 55 1800

Useful support options include:

- Kids Helpline. [1800 55 1800](tel:1800551800)
- Lifeline. [13 11 14](tel:131114)
- Youth Helpline. [1300 13 17 19](tel:1300131719)
- Parent Helpline. [1300 364 100](tel:1300364100)

A procedure has been put in place for Health on Grange Physiotherapy personnel to

a) Read the Mandatory Notification Information Book

**See Appendix IV - Mandatory Notification Information Book*

b) Sign to acknowledge they have read and will act in accordance with the Mandatory Notification Information Book:

**See Appendix V - Mandatory Notification Information Book- Acknowledgement and acceptance*

c) Respond to a reasonable belief that a child or young person allegedly has or may have been at risk of harm. This procedure is clearly set out and included as:

*Appendix VI - Health on Grange Physiotherapy - **Procedure to Respond***

(to a reasonable belief that a child or young person allegedly has or may have been at risk of harm)

10. Reporting and responding to general complaints or feedback

Health on Grange Physiotherapy will deal with all complaints and feedback promptly, sensitively and fairly. Providing opportunities for complaints and feedback ensures that children, young people and their families feel valued and respected and enables us to improve the quality of our service. Health on Grange informs children, young people and their families they can provide feedback or a complaint at their first appointment.

If a child, young person or their family has a concern or wants to provide feedback: We encourage them to speak to the management of Health on Grange Physiotherapy. This can be done:

- verbally
- by telephoning 08 8443 4613
- by emailing info@healthongrangephysiotherapy
- by writing to: Health on Grange Physiotherapy
256 Grange Road, Flinders Park SA 5025

We also have feedback forms located on the front desk, giving members of the public the choice of leaving their details so we can respond their concern or feedback, or alternatively they can leave an "anonymous" concern or feedback. These forms will also be stored securely off-site with Management files.

Additional to the feedback forms, complaints or feedback can be left through our website either by selecting "Contact Us" or "Leave Feedback".

www.healthongrangephysiotherapy.com.au

We will deal with all complaints and feedback received from children, young people or their families promptly, sensitively and fairly. The following procedure will be adhered to:

1. The management will listen to the complaint/feedback.
2. If a personnel member receives a complaint/feedback they will forward this to management as soon as possible.
3. The management will make a record of the complaint/feedback and provide an action or decision with regards to this promptly and fairly.
4. The management will advise a time frame this action will be done by.
5. This episode including any decisions/actions taken will be documented and stored securely off site with other Management files.
6. Management will ensure that procedural fairness is followed at all times.

If the child, young person or their family is not happy with the outcome from the complaints process they can contact:

- Health and Community Services Complaints Commissioner 8226 8666 or Australian Health Practitioners Regulation Agency 1300 419 495
- Australian Human Rights Commission Online: www.humanrights.gov.au Tel: 1300 656 419
- South Australian Equal Opportunities Commission (for complaints relating to discrimination) Online: www.eoc.sa.gov.au Tel: 08 8207 1977.

11. Risk management

Health on Grange Physiotherapy had identified the following risks and the devised strategies to minimise this risk when interacting with children or young people whilst they are on our premises:

Risk: Supervision

Strategy: Children under 16 years of age are required by the management of Health on Grange Physiotherapy to be accompanied for the entire session by the parent or carer during the one on one treatment.

Risk: Health on Grange Physiotherapy treats vulnerable children and young persons. (eg they have a disability, have a language barrier, have suffered trauma or abuse)

Strategy: We stipulate that a parent or carer must be present in the treatment room during the entirety of the session.

Risk: We receive requests from some older children / young persons to be treated without parents or carers present.

Strategy: We gain informed consent from both the parent/carer and the young person that they give permission to do so. The treating Physiotherapist will assess each individual patient and their treatment needs, and if they feel uncomfortable about this agreed arrangement, they will either:

- Insist the parent/carer is present in the room. Or if this is not possible
- Instruct an employee of Health on Grange Physiotherapy to be present in the treatment room.

Risk: Some diagnosis or treatment requires an image or video of a child or young person to be taken (eg gait assessment)

Strategy: We ensure the parent/carer is present during this session. We ensure that child/young person and parent or caregiver clearly understands why the image is needed and the way the image will be used. Consent from each party is obtained before any images are taken. The video image is stored securely and deleted as soon as no longer needed, keeping in line with practice policy and relevant legislative requirements.

Risk: Physical contact

Strategy: Any physical contact must be appropriate to the delivery of services being provided. Where physical contact is required, this is undertaken in a safe way by explaining why contact is required and what will happen, and asking the child/young person for their permission (or their family if this is more appropriate) before proceeding. Unnecessary physical contact is not allowed.

Risk: Privacy and confidentiality

Strategy: All treatment notes on our Physiotherapy computer program “Cliniko” are electronically protected and are only accessible to the Physiotherapists, who access this information with individual password log-in. Health on Grange Physiotherapy does not disclose information regarding any child or young person without written consent of the child, young person and their parent/guardian

The management of Health on Grange Physiotherapy reviews our risks regularly to address any new or emerging risks in order to maintain a safe environment for children and young people.

12. Related policies and procedures

The relevant policies and procedures supporting Health on Grange Physiotherapy’s *Child Safe Environment Policy* have been attached to this policy as below:

Appendix VI – Health on Grange Physiotherapy – Procedure to Respond (to a reasonable belief that a child or young person allegedly has, or may have been at risk of harm)

Appendix VII – Health on Grange Physiotherapy – Complaint management Policy and Procedure.

13. Policy Review

Health on Grange Physiotherapy will, at a minimum, review their *Child Safe Environments Policy and Procedures* once every 5 years as required by the Children and Young People (Safety) Act 2017.

Health on Grange Physiotherapy will lodge a new child safe environments compliance statement with the Department of Human Services each time our *Child Safe Environments Policy* is reviewed and updated.

Health on Grange Physiotherapy will also review this policy when:

- new or added risks are identified for children or young people, which may require a change in the policy or procedures
- a critical incident where a child or young person has experienced harm through involvement in the organisation
- concerns are raised by anyone involved in your organisation about child safety or welfare in the organisation
- awareness or compliance to the child safe policy and/or procedures is low
- legislative changes/requirements.

Policy Date: 15 December 2023

Review Date: 15 December 2028

APPENDIX II –

CODE OF CONDUCT FOR WORKING WITH CHILDREN AND YOUNG PEOPLE

A Code of Conduct exists at Health on Grange Physiotherapy. This applies to the management of Health on Grange Physiotherapy and all personnel.

Caring for children and young people brings additional responsibilities for Health on Grange Physiotherapy. All personnel are responsible for promoting and protecting the safety and wellbeing of children and young people.

All personnel will:

- Uphold the appropriate standards of behaviour by complying with the organisation's child safe policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people.
- Treat everyone with respect, equity and honesty, including all children and young people of different race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, and religious beliefs.
- Remember to be a positive role model to children and young people in all our conduct with them.
- Set clear boundaries about appropriate behaviour between ourselves and the children or young people whilst in our Practice.
- Listening and responding appropriately to the views and concerns of children and young people by encouraging children and young people to 'have a say' on issues that are important to them.
- Being alert to bullying behaviours and responding promptly and appropriately.
- Ensuring another adult is always present or in sight when conducting one to one consulting, coaching, instruction or other activity.
- Ensure children and young people understand their rights and explain to the child or young person in age-appropriate language what they can expect during the consultation, particularly where treatment involves physical contact.
- Ensure that where diagnosis or treatment requires an image of a child or young person to be taken, the child, young person and their parents or carers (where applicable) clearly understand the way the image will be used. Permission must be obtained before any images are taken.
- Follow the practice's Child Safe Environments Policy for the safety of children and young people.
- Raise any concerns, problems or issues with management as soon as possible.
- Record and act quickly, fairly and transparently on complaints or abuse or other serious complaints made by a child, a young person or their parent/guardian.

- Notify **SA Police** on **000** if a child is at risk right now, or **Child Abuse Report Line** on **13 14 78** as soon as practicable if personnel have a reasonable suspicion that a child or young person has been or is being abused or neglected.

All personnel will not:

- Take part in any unnecessary physical contact with a child or young person.
- Do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- Discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.
- Develop any 'special' relationships with children or young people outside of the professional relationship.
- Engage in rough physical games

Breach of this Policy

Breaches or suspected breaches of this Code of Conduct should be reported as soon as practicable to management - contact: Liz Dessaur - either in person, by telephone on w) 08 8443 4613 / m) 0421 286 152, or via email at liz@healthongrangephysiotherapy.com.au. Breaches or suspected breaches of the Code of Conduct will be taken seriously and dealt with quickly, fairly and transparently.

Health on Grange Physiotherapy requires and expects compliance with this Code of Conduct Policy. Any breach may lead to disciplinary action, up to and including, termination of employment, depending on the seriousness of the circumstances.

APPENDIX III - Fact Sheet - Possible indicators of abuse (4 pages)

- Note: Located on next page

***Note: A scanned copy of this fact sheet is added as Appendix III with lodgement of child safe environments policy*

APPENDIX IV - Mandatory Notification Information Booklet

- Note: Located on next page

APPENDIX V - Mandatory Notification Information Booklet

ACKNOWLEDGEMENT & ACCEPTANCE

The employed personal of Health on Grange Physiotherapy have read, and sign to confirm they understand their obligations described in the Mandatory Notification Information Booklet attached as:

Appendix IV -
Mandatory Notification Information Booklet.

I hereby acknowledge that I have read and understand the Mandatory Notification Information Booklet

I confirm that I will abide by this document during my employment with this organisation.

NAME:	POSITION:	SIGNATURE:	DATE:
Wayne Dessaur	Physiotherapist	<i>(signed original on file)</i>	18.12.2023
Elizabeth Dessaur	Receptionist	<i>(signed original on file)</i>	18.12.2023
Cailynn See	Physiotherapist	<i>(signed original on file)</i>	18.12.2023
Sumin Kim	Physiotherapist	<i>(signed original on file)</i>	18.12.2023
Eugenia Kyriakopoulos	Receptionist	<i>(signed original on file)</i>	18.12.2023

APPENDIX VI - Health on Grange Physiotherapy - Procedure to Respond (to a reasonable belief that a child or young person allegedly has or may have been at risk of harm)

If any personnel at Health on Grange Physiotherapy has reasonable belief that a child or young person allegedly has, or may have been at risk of harm, they are to following this procedure, advised by the DHS Guidelines.

1. Report your suspicions.

Always call 000 in an emergency.

You must advise the Department for Child Protection of your suspicions of risk or harm by contacting:

- the Child Abuse Report Line (CARL) by:
 - Phone: 13 14 78 (available 24 hours a day / 7 days a week OR
 - Online: <https://www.childprotection.sa.gov.au/reporting-childabuse/report-child-abuse-or-neglect>

Note: All serious concerns must be reported via the report line and not via the online reporting system. Serious concerns include when you suspect a child or infant is in imminent or immediate danger of:

- serious harm
- serious injury
- chronic neglect
- when a child is in care of the Department for Child Protection and you suspect they are at risk

Information required by CARL

It is not essential that notifiers have all the information contained on this list before making a report. However, the more information that is provided to the CARL, the better informed the response will be to the child/ren of concern.

Details of the child or young person and their family:

- child/ren, siblings and parents
- full name (including any other surnames they are known by)
- date of birth or age
- current address, phone number
- school
- ethnicity (aboriginal, kinship group, non-English speaking)
- alleged perpetrator's name, age, address, relationship to the child/ren, current whereabouts
- current whereabouts of the child who is, or children who are, of concern
- details of when the next expected contact with the alleged perpetrator will occur (if they are not living together).

Notifier details:

- your full name, job title and agency (if applicable), address and phone number
- your relationship to the child/ren of concern
- the type of contact that you have with the family and how frequently
- whether you are working with the child or the family, and if so, in what capacity.

Details of concerns:

- specific details about the allegations
- if the child disclosed, what did they say and what was their emotional presentation?
- who saw or heard what and when?
- size and location of injuries if any, with descriptions of any bruising
- whether the child has been seen by a doctor and if so, the doctor's name and contact number
- describe any caregiver behaviour that is of concern, including how often and how severe
- describe any behaviour by the victim(s) that is of concern, including how often it occurs.

Other details:

- whether the parents are separated
- if any family court orders are in place and if so, what they relate to
- if the custodial/non-custodial parent has a partner provide her or his name
- what is known about the functioning of the family
- domestic violence
- drug/alcohol use or abuse
- violence to people outside of the family
- relevant health factors • extended family or other support networks
- childcare arrangements
- nature of involvement with any agencies
- mental health problems and/or
- physical or intellectual disability.

Further details:

- are the parents or carers aware a report is being made?
- have you, as the notifier, given any expectations of action to the child or young person?

2. Inform Management of Health on Grange Physiotherapy of your actions.

The Management of Health on Grange Physiotherapy needs to be aware of any actions you have taken so the following can occur:

- The incident and action taken can be documented for accurate record-keeping purposes.
- Support can be given to the Employee. This can include:
 - Emotional support
 - Necessary time off of work to help cope with the situation.
 - Outside help can be sought if deemed appropriate
 - Continual follow-up of the well-being of the employee after the incident
- Support can be given to the child or young person and their family. This can include:
 - Continuing to provide Physiotherapy services to the child or young person and their family.
 - Monitoring their circumstances.
 - We may also feel the need to refer the child, young person or their family to other appropriate services.

APPENDIX VII - Health on Grange Physiotherapy - Complaints Handling Policy and Procedure

Objective

Health on Grange seeks to maintain and enhance our reputation of providing you with high quality products and services.

We value complaints as they assist us to improve our products, services and customer service.

Health on Grange is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible. This policy has been designed to provide guidance to both our customers and staff on the manner in which Health on Grange receives and manages your complaint.

We are committed to being consistent, fair and impartial when handling your complaint. The objective of this policy is to ensure:

- You are aware of our complaint lodgement and handling processes
- Both you and our staff understand our complaints handling process
- Your complaint is investigated impartially with a balanced view of all information or evidence
- We take reasonable steps to actively protect your personal information
- Your complaint is considered on its merits, taking into account individual circumstances and needs.

Definition of a Complaint

In this policy a complaint means an expression of dissatisfaction by a customer relating to a service or product provided by us.

How a Complaint can be made

If you are dissatisfied with a service or product provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By completing a feedback form on our website
www.healthongrangephysiotherapy.com.au
- By telephoning us on 08 8443 4613
- By writing to us 256 Grange Road, Flinders Park SA 5025
- By emailing us info@healthongrangephysiotherapy.com.au
- In person by speaking to any of our reception staff.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

The Information you will need to tell us

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details
- The name of the person you have been dealing with about your service or product
- The nature of the complaint
- Details of any steps you have already taken to resolve the complaint
- Details of conversations you may have had with us that may be relevant to your complaint
- Copies of any documentation which supports your complaint.

Help when making a Complaint

The person receiving or managing your complaint should provide you with any assistance you may need to make your complaint. However, if you consider you need further assistance please contact: Liz Dessaur - Manager
liz@healthongrangephysiotherapy.com.au

Recording Complaints

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us. As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues. If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

Feedback to Customers

Health on Grange is committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints procedure will be followed.

We will acknowledge receipt of your complaint within three (3) business days. Once your complaint has been received, we will undertake an initial review of your complaint. There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you.

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your complaint. If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10 business day finalisation commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally. You have the right to make enquiries about the current status of your complaint at any time by contacting us.

Your Rights under Consumer Law

You reserve the right to refer your complaint to your relevant federal, state or territory consumer protection agency at any time.