

Complaints Policy

Ref: 3.4/0926

Policy Group	03 General
Related Policy	CitiReach Reporter Protection Policy (3.3) CitiReach Privacy Policy (3.1) CitiReach Human Rights Policy (2.7)
Commencement Date	14.09.2026
Review Date	14.09.2027

Intent

CitiReach welcomes feedback and complaints as an opportunity to improve its supports. This policy sets out how a participant, family member, Personnel member or member of the public can make a complaint about CitiReach, and how CitiReach handles it, consistent with the NDIS Practice Standards for complaints management and the NDIS Code of Conduct.

Scope

Inclusions: Any complaint about CitiReach's supports, conduct of its Personnel, or the way it has handled a previous complaint, made by a participant, family member, Personnel member or member of the public.

Restrictions: Nil.

Exclusions: A complaint that is itself a reportable incident (such as suspected abuse or neglect of a participant) is escalated immediately in accordance with CitiReach's incident management procedure, in addition to being handled as a complaint under this policy.

Objectives

1. To make it easy to raise a complaint about CitiReach.
2. To resolve complaints fairly, promptly and without adverse consequence for the complainant.
3. To use complaints to improve the quality and safety of CitiReach's supports.
4. To comply with the NDIS Practice Standards for complaints management and resolution.

Policy Provisions

How to Make a Complaint

1. A complaint about CitiReach can be made:
 - 1.1. By emailing feedback@citireach.com.au.
 - 1.2. By phone or in person, to any CitiReach Personnel member or the Head of Operations.
 - 1.3. In writing, addressed to the CitiReach Head of Operations.
 - 1.4. By a support coordinator, advocate or family member on a participant's behalf, with the participant's consent where practicable.

Making a Complaint Easy and Safe

2. CitiReach ensures a complaint can be made:
 - 2.1. Without fear that it will affect the complainant's supports, employment, or relationship with CitiReach, consistent with the Reporter Protection Policy (3.3).
 - 2.2. With support to understand the process, including an interpreter, advocate, or accessible format on request.
 - 2.3. Anonymously, if the complainant prefers, although this may limit CitiReach's ability to investigate or respond.

How CitiReach Handles a Complaint

3. On receiving a complaint, CitiReach:
 - 3.1. Acknowledges the complaint promptly and explains the process to the complainant.
 - 3.2. Assesses whether the complaint indicates an immediate risk to a participant's safety, and if so takes immediate action.
 - 3.3. Investigates the complaint fairly, giving any Personnel member concerned an opportunity to respond.
 - 3.4. Aims to resolve a complaint within 28 days, or keeps the complainant informed if this is not possible.
 - 3.5. Records the complaint, its investigation and its outcome, and uses it to identify opportunities to improve CitiReach's supports.

If Not Satisfied

4. If a complainant is not satisfied with CitiReach's response, they may take the complaint further:
 - 4.1. To the NDIS Quality and Safeguards Commission, on 1800 035 544 or online.
 - 4.2. To the National Disability Insurance Agency, where the complaint concerns a participant's plan or funding.
 - 4.3. For a privacy complaint, to the Office of the Australian Information Commissioner.
 - 4.4. To the Citipointe Compliance Office, where the complaint concerns CitiReach's leadership.

Supporting Procedures and Guidelines

- CitiReach Complaints and Feedback Form
- CitiReach Incident Report Form
- NDIS Commission complaints guidance

Relevant Commonwealth/State Legislation

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Code of Conduct (NDIS Provider Registration and Practice Standards) Rules 2018 (Cth)
- Fair Work Act 2009 (Cth)
- Social, Community, Home Care and Disability Services Industry Award 2010 (Cth)
- NDIS (Complaints Management and Resolution) Rules 2018 (Cth)

Definitions

Citipointe – Citipointe Church, the trading name of Christian Outreach Centre (COC), of which CitiReach is a business name.

CitiReach – CitiReach Community Support Services, a business name of Christian Outreach Centre trading as Citipointe Church, providing NDIS community supports in Brisbane, accountable to the Citipointe COM.

Complainant – a person who makes a complaint under this policy.

Head of Operations – the CitiReach staff member with day-to-day operational and leadership responsibility for CitiReach.

NDIS Commission – the NDIS Quality and Safeguards Commission, the independent regulator of NDIS providers and workers.

Participant – a person accessing NDIS-funded supports from CitiReach.

Personnel – CitiReach employees (permanent and casual), contractors and volunteers.

Policy Dissemination and Procedures

Procedures relating to this policy are drafted by the CitiReach Head of Operations, with input from the Citipointe Compliance Office where the policy touches Citipointe's own framework. Personnel are informed of this policy and any related procedures through induction, team meetings, and access to CitiReach's policy folder.

Accountabilities

Implementation	CitiReach Head of Operations
Compliance	CitiReach Head of Operations
Monitoring and Evaluation	CitiReach Head of Operations, with the Citipointe Compliance Office
Development/Review	CitiReach Head of Operations, with the Citipointe Compliance Office

Revisions

Reference No: 3.4

Version	Approval Date	Committee/Board	Resolution/Minute
/0926	14.09.2026	Citipointe COM	Pending adoption