

Meals on Wheels™ Complaints, Feedback & Whistleblower Policy Pack – Clients & Carers (2025)

Version	1.1
Date	22 December 2025
Audience	Clients, Carers and Family Representatives receiving Meals on Wheels™ services in Queensland delivered by Meals on Wheels Queensland (MOWQ).
Prepared by	MOWQ

Policy overview

Who this is for

- **Clients, carers, family members and representatives** who receive or support Meals on Wheels™ Queensland are encouraged to review this policy for how Meals on Wheels™ Queensland welcomes and responds to feedback and complaints.
- This policy applies from **1 November 2025** under the new *Aged Care Act 2024*.

How to raise a concern or give feedback

1. Speak to a volunteer or staff member.
 2. If it can't be fixed straight away, ask for the Service Coordinator or Senior Area Manager.
 3. You can also write, call, or email your feedback using the Feedback Form (Appendix A).
 4. All complaints are taken seriously, handled fairly, and kept confidential.
 5. You may also use the Whistleblower pathway for full and protected anonymity.
 6. You will always receive a response.
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1. Purpose & Policy Statement

Meals on Wheels™ Queensland aim to provide safe, high-quality, and respectful services to every client.

This policy supports the new Aged Care Act 2024 and provider obligations by ensuring all clients, carers, and families can freely share feedback or make a complaint without fear or disadvantage.

We value feedback because it helps us improve, build trust, and respond quickly to issues before they become serious.

2. Scope

This policy covers all feedback and complaints received from clients, carers, or their representatives about:

- Meals or nutrition quality,
- Delivery times or service experience,
- Staff, volunteers, or communication,
- Safety, privacy, or dignity,
- Any other aspect of care or support.

It applies to all services provided by Meals on Wheels™ Queensland, and covers all forms of complaints, feedback, and whistleblower disclosures, whether verbal, written, or anonymous.

3. Definitions (plain English)

- **Feedback:** Comments, compliments, or suggestions to help improve services.
 - **Minor Complaint:** An expression of dissatisfaction that expects a response or action.
 - **Critical Complaint:** A serious matter that could involve safety, health, privacy, or misconduct.
 - **Whistleblower:** A staff member or volunteer who raises a serious concern about wrongdoing.
 - **External Agency:** Independent body such as the Aged Care Quality and Safety Commission, or the Ombudsman
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4. Your Rights & Responsibilities

Clients and carers have the right to:

- Be treated with respect and listened to without judgement.
- Make a complaint or give feedback at any time.
- Have the issue dealt with fairly, confidentially, and without retaliation.
- Be informed of the progress and outcome.
- Seek help from another person or organisation if unsatisfied.

Clients and carers are asked to:

- Share information honestly and clearly.
- Allow staff and volunteers time to investigate and respond.
- Treat everyone involved with courtesy and respect.

5. How to Make a Complaint or Give Feedback

Type	Example	Who Manages	Response Time	What Happens
Minor	Wrong meal, late delivery, or minor misunderstanding.	Service Coordinator.	Within 24 hours.	Issue discussed and fixed quickly; feedback recorded in Register.
Critical	Repeated delivery errors, staff or volunteer behaviour concern, serious privacy breach, safety risk, or misconduct.	Senior Area Manager / CEO.	Immediate escalation.	Referred to external body if required; recorded in Register; complainant supported.

6. How we handle complaints

1. **Receive** – We listen carefully and thank you for raising your concern.
2. **Record** – The Service Coordinator documents your feedback in the Register.
3. **Assess** – The concern is categorised as Minor or Critical.
4. **Investigate** – We gather information, speak to people involved, and keep you updated.
5. **Resolve** – We discuss and agree on an outcome.
6. **Review** – Lessons learned are used to improve future services.

If you are not satisfied, you can ask for a review by the Senior Area Manager, CEO or contact an **external agency** (see Section 9).

7. Confidentiality & Fair Treatment

- All complaints are treated privately and respectfully.
 - No one will be treated unfairly for making a complaint.
 - Only people directly involved will see the information.
 - All documentation is kept securely by the Service Coordinator.
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8. Whistleblower Awareness and process

Meals on Wheels™ Queensland has a process in place so that staff and volunteers can safely report serious concerns such as misconduct, neglect, or unsafe practices. This process is called a **Whistleblower mechanism**.

For clients and carers, this means:

- Meals on Wheels™ Queensland is open and accountable.
- Staff and volunteers are encouraged to speak up if something is wrong.
- Serious issues are reported and managed confidentially and fairly.
- You can feel confident that concerns are not ignored.

Clients and carers who wish to remain anonymous may use this system and be assured it helps protect everyone who receives Meals on Wheels™ services.

Who to Contact:

Whistleblower Contact	Phone / Email	Notes
Complaints Commissioner (Aged Care Quality and Safety Commission)	1800 951 822 info@agedcarequality.gov.au	MOWQ has nominated the Complaints Commissioner as an independent external contact for whistleblower disclosures.

Whistleblower disclosures can also be made to:

- An independent aged care advocate.
 - Work Safe Queensland
 - Queensland Industrial Court
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9. Appeals & External Contacts

If you are unhappy with how your complaint was handled, you can contact:

Aged Care Quality and Safety Commission

Ph: 1800 951 822 | agedcarequality.gov.au

Queensland Ombudsman

Ph: 1800 068 908 | ombudsman.qld.gov.au

NDIS Commission (if applicable)

Ph: 1800 035 544 | ndiscommission.gov.au

Dispute Resolution Branch – Brisbane Magistrates Court

Ph: (07) 3239 6269 | Toll free: 1800 017 288
