



Crisis Support. Suicide Prevention.

Lifeline Australia

Service Complaints Policy Statement

Effective: October 2024

Lifeline Australia provides all Australians experiencing emotional distress with access to the crisis support and counselling services, as it advocates and strives to achieve its vision of an Australia free of suicide.

Crisis Support	Counselling
13 11 14 13 HELP 13YARN Lifeline Chat Lifeline SMS	1800 Respect All Hours Suicide Support Care in Mind MensLine Australia Mind Health Regional Access Suicide Call Back Service

The objective of this Service Complaints Policy Statement is to ensure that Lifeline Australia delivers consistently high-quality service throughout its operations. Lifeline Australia is committed to seeking and receiving feedback, compliments and complaints about our services, systems, practices, procedures, products, and complaint handling process. Our complaint handling system is modelled on the principles of fairness, accessibility, and responsiveness. This enables Lifeline Australia to:

- deliver support services to those in need;
- deliver counselling services including programs;
- retain the confidence and trust of those who use our services; and
- meet legal / regulatory and government funding obligations.

Lifeline Australia commits to:

- ensuring those who make complaints are heard and treated with empathy, discretion, and respect;
- assisting people to make a complaint, if needed;
- providing mechanisms for individuals to make a complaint;
- encouraging all staff to be alert to complaints and assist those responsible for handling complaints to resolve them promptly;
- Have staff and volunteers trained to handle complaints at the first point of contact or assist in escalation of complaints to the correct department
- use complaint information to improve service safety, quality, performance, and effectiveness;
- addressing each complaint with integrity and in an equitable and objective manner; and
- identifying systemic causes and action learnings from complaint investigations.

Underpinning our approach is risk management, which informs our quality management framework and continuous improvement activities. Any risks identified by a complaint would be added to an operational risk register with control effectiveness assessments performed. We will continually monitor our complaint handling system to ensure its effectiveness in responding to and resolving complaints and identifying and correcting deficiencies in its operation.

This policy statement is easily accessible to all service users, the Lifeline Member network and workforce, and our funding partners, and is available for public viewing on the Lifeline Australia website.