

## Lifeline Australia Service Complaints Policy Statement

*Effective: October 2025*

Lifeline Australia provides Australians with access to crisis support, counselling services, and self-led digital support as it strives to achieve its vision of an Australia free of suicide.

| Crisis Support  | Counselling   | Self-Led Support  |
|---|---|---|
| 13 11 14<br>13 HELP<br>13YARN<br>Lifeline Text<br>Lifeline Chat | MensLine Australia<br>Suicide Call Back Service<br>All Hours Suicide Support<br>Care in Mind: Wellbeing<br>Mind Health<br>Regional Access | Support Toolkit<br>BeyondNow<br>Service/Support Finder<br>Lifeline.org.au |

The objective of this Service Complaints Policy Statement is to provide information about how Lifeline Australia manages feedback. Lifeline Australia is committed to seeking and receiving feedback, compliments and complaints. Lifeline Australia welcomes feedback about any part of our service offering including:

- General service experiences
- Volunteer or staff conduct
- Communication
- Processes or policies
- Systems and technology

Our complaint handling is modelled on the principles of:

- Fairness: All complaints are handled objectively, without bias
- Accessibility: The process is easy to access, understand and navigate
- Responsiveness: Complaints are acknowledged and resolved promptly

When managing feedback Lifeline Australia commits to:

- Ensuring those who make a complaint are heard and treated with empathy, discretion, and respect
- Assisting people to make a complaint, if needed
- Providing accessible ways for people to make a complaint
- 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
- Identifying systemic causes and action learnings from complaint investigations

Underpinning our approach is risk management, quality assurance and continuous improvement. In assessing and managing feedback, if risks are identified, these are added to a risk register for management. We continually monitor our complaint handling system and process to ensure its effectiveness in responding to and resolving complaints and identifying and correcting any issues.

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.