

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Feedback and Complaints Officer
Directorate / Service / Program	Outcomes and Strategic Engagement / Quality and Risk
Reports to	Senior Adviser, Safeguarding and Incident Management
Location	Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	April 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Feedback and Complaints Officer supports Meli's commitment to continuous improvement, client rights, and service quality. The role coordinates and manages the organisation's feedback and complaints processes, ensuring concerns are received, assessed, responded to, and resolved in a fair, timely, and transparent manner, including complex complaints requiring formal investigation.

The officer supports clients, carers, and community members to raise concerns and make complaints, and liaises directly with complainants and service areas to provide clear and respectful responses. The role promotes trauma-informed, culturally safe, and inclusive engagement, particularly with children, young people, and people from diverse backgrounds.

The position maintains accurate records in the feedback register, prepares reports, and identifies themes and emerging issues. This position also provides support to the Incidents Officer during periods of peak demand, planned and unplanned leave, and where additional capacity is required to maintain timely and effective incident management processes.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

Feedback and Complaints Management

- Coordinate and oversee the receipt, recording, acknowledgement, and resolution of complaints and feedback across programs in line with organisational procedures.
- Liaise with complainants and relevant staff to ensure timely, respectful, and fair responses.
- Undertake the investigation of complaints, including analysing information, forming evidence-based findings, and providing clear outcomes and recommendations.
- Support clients, carers, and members of the public to understand and access Meli's feedback and complaints processes.
- Liaise with external oversight bodies, including the Ombudsman and other relevant agencies, in relation to complaints and enquiries.
- Monitor and follow up on outstanding actions and escalate unresolved matters where appropriate to ensure timely resolution.
- Promote trauma-informed and culturally safe communication throughout the process.

Systems, Documentation, and Reporting

- Maintain accurate and up-to-date records in the feedback and complaints register.
- Contribute to the administration of the RiskMan system, including providing user support, maintaining data quality, and supporting system processes.
- Provide support to incident management functions, including backfilling the Incidents Officer role during periods of peak demand, leave, or where additional capacity is required.
- Prepare and analyse reports on trends, emerging issues, and opportunities for improvement to inform organisational decision-making.
- Contribute to the development and continuous improvement of procedures, templates, and internal guidance relating to complaints handling.
- Support internal reviews and investigations by coordinating documentation, as required.

Compliance and Quality Improvement

- Contribute to organisational compliance with the Child Safe Standards, National Principles for Child Safe Organisations, and relevant sector or funding body requirements.

- Contribute to continuous improvement by identifying system or practice issues raised through complaints, feedback, and suggestions.
- Participate in internal audits, committees, working groups, or reviews to support quality outcomes across the organisation.

Stakeholder Engagement and Education

- Provide guidance to staff and managers on complaint handling processes and expectations.
- Deliver training and develop resources that build staff capability and confidence in receiving and responding to feedback.
- Support the integration of client voice and participation through effective feedback and complaints processes, promoting a culture of openness, learning, and accountability.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Diploma-level qualification in business administration, customer service, community services, legal services, or a related field, or equivalent experience.
- Demonstrated experience managing complaints or client feedback, including handling sensitive or complex matters, ideally within a compliance-focused or human services context
- Experience working with vulnerable people, including children, young people, and people from diverse backgrounds, using respectful, calm, and solution-focused approaches
- Strong communication, judgement, and organisational skills, including accurate record-keeping, report writing, use of case/incident management systems (e.g. RiskMan), and a commitment to continuous improvement and client rights

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees; Executive; Managers; Program staff, Office of the CEO.
- Meli clients, carers, volunteers, and care leavers
- External stakeholders, such as the Ombudsman and other dispute bodies.
- Community Service Sector professionals

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Often
Working in buildings which may have stairs <i>(Reasonable adjustments can be made)</i>	Sometimes
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Sometimes
Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Rarely
Confrontational/confronting situations <i>(Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)</i>	Often
Working outside in differing weather conditions	Rarely
Working on-call and/or after hours	Rarely
Attending external locations including client homes	Rarely

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people,

those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.