

1. RATIONALE

The Positive Ageing & Inclusion Team deliver:

- the Commonwealth Home Support Programme (CHSP),
- Community Passenger Network (CPN) Program and,
- Community Bus Program

The team is committed to a culture of inclusion and respect and promoting clients' dignity, independence and choice.

Organisations providing Commonwealth subsidised aged care services are required to comply with the Aged Care Quality Standards from July 2019. Standard 6 relates feedback and complaints.

2. POLICY STATEMENT

The policy demonstrates commitment to ensuring that the Positive Ageing and Inclusion team regularly seeks input and feedback from clients, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual clients and the whole organisation.

3. OBJECTIVES

The Positive Ageing & Inclusion team recognises its responsibilities to:

- Acknowledge that effective feedback and complaints management offers many practical benefits, including providing a suitable resolution to a complainant, maintaining good relations with stakeholders, evaluating the quality of care and services and informing decision making about future care and service delivery
- Provide a feedback and complaints system that is open, transparent, understood and accessible
- Ensure a coordinated response to feedback and complaints with the information used to inform continuous quality improvement
- Support individuals, staff, volunteers and stakeholders in providing feedback and in making a complaint

Client outcome

"I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken."

4. POLICY SCOPE AND IMPLEMENTATION

The Positive Ageing and Inclusion team demonstrates the following:

- (a) Clients, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.
- (b) Clients are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
- (c) Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
- (d) Feedback and complaints are reviewed and used to improve the quality of care and services.

5. DEFINITIONS

<i>Term</i>	<i>Definition</i>
<i>Client</i>	<p>A person to whom an organisation provides or is to provide care through an aged care service. Reference to client includes reference to a representative of the client, so far as the provision can apply to a representative of the client.</p> <p>A client representative includes:</p> <ul style="list-style-type: none">• a person appointed under relevant legislation to act or make decisions on behalf of a client; and• a person the client nominates to be told about matters affecting the client. <p>Interchangeable with the word 'consumer' in the Aged Care Quality Standard.</p>
<i>Complaint</i>	<p>Any written or verbal statement outlining a problem or concern involving an organisation including its staff, the service they provide, or the terms of engagement or contract with an organisation.</p> <p>A formal objection concerning a decision, communication, behaviour or service by personnel of an organisation.</p>
<i>Continuous Improvement</i>	<p>A systematic, ongoing effort to raise an organisation's performance in achieving outcomes for clients under the Quality Standards. Continuous improvement:</p> <ul style="list-style-type: none">• responds to the needs and feedback of clients,• supports the workforce to improve and innovate in providing safe and quality care and services, and• can address practices, process or outputs to achieve a desired outcome.
<i>Open Disclosure</i>	<p>Open discussions with clients, their family, carers and other support people of incidents that have caused harm, or had the potential to cause harm to the client.</p>

6. ROLES AND RESPONSIBILITIES

<i>Role</i>	<i>Responsibility</i>
<i>Positive Ageing & Inclusion Team</i>	<ul style="list-style-type: none">• Understand and comply with the policy requirements



<i>Role</i>	<i>Responsibility</i>
<i>Contractors</i>	<ul style="list-style-type: none">Understand and comply with the policy requirements
<i>Volunteers</i>	<ul style="list-style-type: none">Understand and comply with the policy requirements
<i>Executive Leadership Team</i>	<ul style="list-style-type: none">Authority to approve and amend the policy

7. REFERENCES

- Aged Care Quality Standards
- CHSP Good Practice Guide
- Social Justice Principles
- Assessment and Planning Policy
- Equity Access and Social Inclusion policy
- Risk Management Policy
- Work Health and Safety Policy
- Aged Care Act 1997
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Home and Community Care Act 1985
- Human Rights and Equal Opportunities Act 1986
- Privacy Act 1988
- Work Health Safety Act 2011
- Freedom of Information Act 1982
- Mental Health Act 2009
- Racial Discrimination Act 1975
- Complaints and Grievance Policy

8. REVIEW AND EVALUATION

This policy will be reviewed in 2026 by the Positive Ageing & Inclusion Team (or earlier as required).