

COMPLAINTS AND FEEDBACK

HEMOCARE AUSTRALIA



Our Vision

Is to provide best-practice care for our clients, delivered by caring and supportive professionals.

Our Mission Statement

To respond to all people with a disability, their carers, the public, clients, staff and their associates with awareness, flexibility, adaptability and empathy in a manner which is inclusive. Ensure that all staff accept their responsibility to prevent discrimination and barriers to access and participation.

Background

HomeCare Australia is committed to providing a safe and respectful environment. Effective feedback and complaints process help to ensure the appropriateness and safety of services and activities. People who use our services, or interact with us in any other way, are encouraged to provide feedback and have their comments utilised in planning the future directions of the service and improvements in skills and knowledge.

ORG-POL-013

CONFIDENTIALITY



Discuss with your co-ordinator who will log the feedback/complaint



Co-ordinator logs feedback on system and resolves



If the issue cannot be resolved immediately, contact the managing director, Gaynor Lowndes in writing - quality@homecareaustralia.com.au. If you cannot email, then call the office on 1300 769 620 and request a return phone call.



The MD or a senior manager will contact within 7 days and discuss issues and options for resolution



Continuous improvement logged



If you still feel your issue has not been resolved, contact the Aged Care Commission or the NDIS Commission

Policy

HomeCare Australia is committed to improving our services and activities in response to feedback and complaints. The feedback and complaints of clients, staff and community members are valued and encouraged.

We are committed to following feedback and complaints procedures in a fair, respectful and timely manner, ensuring the individual or group providing feedback or making the complaint is fully informed of their rights and the outcome of their involvement. All complaints will be thoroughly investigated, and referred to appropriate external bodies where necessary.

HomeCare will provide support to those making a complaint where requested and ensure they feel safe. All complaints will be handled giving careful attention to confidentiality. Providing feedback or lodging a complaint will neither affect the right to receive a service, nor the quality of service provided.

All feedback must be dealt with confidentiality.

ORG-POL-013



Procedures

Enabling Feedback:

- All services will develop appropriate mechanisms to seek the views of people on the service they have received.
- Key Performance Indicators for all internal staff are a way to gain feedback on how we can improve our services. SER-DOC-007 should be used for this purpose.
- Surveys are regularly sent to employees requesting feedback which is logged for discussion at the Management Committee meeting.
- Clients and anyone interacting with the services provided by HomeCare Australia will be fully informed about the opportunities to provide feedback and the outcomes of their involvement.
- The Management Committee will develop practical methods to collect feedback which are provided with a variety of means of access to allow optimal participation.
- This feedback is to be used to inform future improvements, and is to be reported in ORG-DOC-040 for negative feedback and SER-DOC-037 client satisfaction log.

ORG-POL-013