



Client Feedback

Melaleuca Home for the Aged Inc. actively seeks the input of residents and stakeholders and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities.

The organisation will:

- Foster a service culture that encourages open and honest communication
- Inform residents and families about the standard of service they can expect
- Protect the right of residents and stakeholders to provide feedback and to make complaints about service delivery
- Encourage and make it easy for people to provide feedback
- Provide anonymity to people providing feedback
- Record and analyse information arising from feedback and use it to improve services.

Record of policy development

Version	Date approved	Date for review
2023/2	June 2025	June 2027

Responsibilities and delegations

This policy applies to	Governing body/staff/volunteers
Specific responsibilities	Governing body/staff
Policy approval	CEO

Policy context – this policy relates to:

Standards	Aged Care Quality Standards
Legislation	<ul style="list-style-type: none">• Aged Care Act 2024• Age Discrimination Act 2004• Australian Human Rights Commission Act 1986• Disability Discrimination Act 1992• Racial Discrimination Act 1975• Sex Discrimination Act 1984• Statement of Rights
Organisation policies	Resident Decision Making and Choice Complaints Management
Forms, record keeping, other documents	Feedback Form Resident and Family Handbook



Procedures

Encouraging resident and stakeholder feedback

Staff will be responsible for ensuring that residents and stakeholders are informed of what they can expect from the service and how they may provide feedback. Information will be provided to residents and stakeholders in the Resident and Family Handbook, service newsletters, policies, resident meetings, and the information stand located at Reception.

All staff and volunteers working with residents and stakeholders are responsible for ensuring they are familiar with the procedures for residents and stakeholders to provide feedback, and for:

- Accepting and reporting informal feedback; and
- Offering service users an opportunity to provide formal feedback when appropriate.

Melaleuca Home will provide all workers with training on the organisation's feedback system and processes upon commencement, and will ensure additional training is provided at least annually, and when there are changes to the feedback system or the person's role or responsibilities change relating to feedback.

In providing information about the feedback system, Melaleuca Home will remind all service users and other stakeholders that there will be no reprisals or other detriments to a person for providing feedback, and that information included in feedback will be kept confidential except where required by law.

Initiating and collecting resident and stakeholder feedback

Feedback may be provided by individual residents and stakeholders on their initiative or in response to requests from the organisation.

Individual residents and stakeholders may provide feedback by:

- Raising with a staff member, volunteer or manager
- Raising at the resident meeting
- Completing a feedback form (located at reception)
- Completing a resident or representative/family survey
- Completing the feedback form on the Melaleuca Home website.

The organisation will actively seek feedback from residents and stakeholders by:

- Consulting with residents and representative/family members and other key stakeholders
- Undertaking surveys with staff, residents and representative/family members (at least quarterly)
- Holding regular staff and resident meetings.

Melaleuca Home will ensure that all feedback methods enable feedback to be given both orally and in writing to suit the preferences of the person making the feedback and will provide appropriate support and assistance to anyone requiring that support in order to provide feedback. This support may include language or translation assistance and access to advocates or supporters where appropriate.

Melaleuca Home will ensure that feedback can be provided anonymously, and that feedback can be



withdrawn, if the person wishes.

The CCD or CEO will be responsible for receiving and making a record of feedback in our information management system (Management Advantage). The CCD and CEO will be responsible for reviewing feedback records, identifying any action required. Records of feedback will be stored securely, and access limited to [staff name/position] except where access is required by law.

Participation and feedback

Participation feedback should be a two-way process. Melaleuca Home is committed to ensuring that:

- Those providing the feedback know what will happen with the information that they provide
- People feel safe to provide negative feedback
- People feel valued by seeing the impact of suggestions that have been made or hearing about changes that have been made in response to their input

The CCD and CEO will be responsible for maintaining and managing the service feedback process and register in a timely manner. The CCD/CEO will acknowledge feedback within five working days of receiving it. Depending on the nature of the feedback, responses may include:

- Thanking the person/service;
- Informing the person/service of its value;
- Explaining how the information will be used for service improvement; and
- Following the procedure set out in the Complaints Management Policy .

When responding to feedback, Melaleuca Home will afford procedural fairness to anyone who has given feedback and any person who is the subject of feedback. Melaleuca Home will advise those who have given feedback on any further actions they may take, should they wish to provide further feedback on the resolution process or their experience with the feedback system, including how to make a complaint or give feedback to relevant external bodies.

Melaleuca Home will use an open disclosure process throughout the feedback process, and will prioritise transparency and accountability.

The CEO/CCD will be responsible for preparing a monthly report on any formal feedback received and report to the Governing Body

Melaleuca Home will maintain awareness of applicable legislation and other requirements regarding feedback, including when information relating to a piece of feedback is required to be disclosed or reported, and will act in accordance with their legal obligations.

Using feedback for service improvement

Results from resident and stakeholder feedback will be reviewed by CCD, CEO and/or Governing body and used to:

- Inform service planning by including a review of resident and stakeholder feedback in all service planning, monitoring and evaluation activities; and
- Inform decision making by including a report on resident and stakeholder feedback as a standard



item on management meeting agendas.

Recording Feedback:

Managing feedback is critical in promoting Melaleuca Home's reputation of valuing all feedback. Any worker who receives feedback should raise the issue with their direct supervisor and discuss a plan to respond to it or provide further resolution.

When receiving negative feedback, the CCD or CEO is required to record the feedback in the Complaints Register. This document records information relating to each piece of feedback, which can be supported by evidence, or it should note that the information is not yet substantiated.

Procedures for review of this policy

This policy will be reviewed and updated if necessary, at least bi-annually, by the CEO.