

FEEDBACK

POLICY

Meditech actively seeks the input of clients and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and client satisfaction.

Meditech will:

- foster a service culture that encourages open and honest communication
- inform clients about the standard of service they can expect
- protect the right of clients 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

SCOPE

This policy applies to:

- managed community and home care services
- all employees of Meditech
- clients, their families, guardians and advocates.

PROCEDURES

Encouraging client feedback

All staff will be responsible for ensuring that clients are informed of what they can expect from the service and how they may provide feedback. Information will be provided to clients at the initial assessment and in the Client Handbook. Clients can also refer to the “Feedback and Complaints” page on the Meditech website to review this policy, provide feedback and / or complete a survey.

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

- Accepting and reporting informal feedback.
- Offering clients an opportunity to provide formal feedback when appropriate.

Initiating and collecting client feedback

Feedback may be provided by individual clients on their initiative or in response to requests from Meditech:

- **Informal feedback** - from individuals during interactions or informal gatherings.
- **Input** - seeking opinions and ideas from clients, including consulting on policies and new service directions.

- **Formal feedback and evaluation** - Meditech may seek formal feedback through client and carer surveys, exit interviews or surveys, suggestion boxes, and complaints about aspects of the service.
- **Control and decision making power over the aspects of the service** - usually through regular client meetings and service reviews.

The Quality Coordinator will be responsible for receiving and making a record of feedback in the Quality Register.

The Business Manager will be responsible for reviewing feedback records and identifying any action required.

Continuous improvements and corrective actions will be reviewed at the monthly Quality Meeting.

Clients who provide feedback will be advised of how their feedback will be used and of any actions arising from their feedback.

Using feedback for service improvement

The Quality Coordinator will be responsible for maintaining and managing all feedback in the Quality Register.

The Business Manager will be responsible for preparing a report on survey results, informal feedback and input from clients each month for review at the Quality Meeting.

Results from client feedback will be reviewed in the Quality Meeting and used to:

- Inform service planning by including a review of client feedback in all service planning, monitoring and evaluation activities.
- Inform decision making by including a report on client feedback as a standard item on staff and management meeting agendas

RELEVANT DOCUMENTS

- Client Documentation and Record Keeping
- Privacy, Dignity and Confidentiality
- Complaints
- Quality Register
- Continuous Improvement

LEGISLATION AND CROSS-REFERENCE

- The Aged Care Act 1997 (and accompanying Principles)
- Aged Care Quality and Safety Commission Act 2018 (Act)
- Aged Care Quality and Safety Commission Rules 2018 (Rules)
- Aged Care Quality Standards: 6 - Feedback and Complaints, Requirements 3 (a), (b), (c) and (d)
- Charter of Aged Care Rights 2019
- National Disability Insurance Scheme Act 2013 (and accompanying Rules)
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

- NDIS Practice Standards
 - Core Module:
 1. Rights and Responsibilities
 - Violence, Abuse, Neglect, Exploitation and Discrimination
 2. Provider Governance and Operational Management
 - Risk Management
 - Feedback and Complaints Management
 3. Provision of Supports
 - Responsive Support Provision
- Work Health and Safety Act NSW 2011 No 10
- Carer's Recognition Act NSW 2010 No 20
- Privacy Act (1988) No 133
- National Standards of Practice for Case Management (2013) 3rd edition
- NSW Disability Services Act 1993 No 3
- NSW Guardianship Act 1987 No 257