

New Aged Care actively seeks the input of service users 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 service users about the standard of service they can expect;
- Protect the right of service users 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; and
- Record and analyse information arising from feedback and use it to improve services.

Record of policy development		
Version	Date approved	Date for review
2.0	24/10/2025	24/10/2026

Responsibilities and delegations	
This policy applies to	Governing body/staff/volunteers
Policy approval	Executive Team

Policy context – this policy relates to:	
Standards	Strengthened Standards, RACGP Solutions
Legislation	New Aged Care Act 2024, Aged Care Rules 2025
Organisation policies	Whistleblowers, Complaints
Forms, record keeping, other documents	Opportunity For Improvement (OFI) Form, OFI Register

Procedures

Encouraging service user and stakeholder feedback

Executive & Management Team will be responsible for ensuring that service users and stakeholders are informed of what they can expect from the service and how they may provide feedback. Information will be provided to service users during admission as part of onboarding documents.

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

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

New Aged Care 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, when there are changes to the feedback system or the person's role or when responsibilities change relating to feedback.

In providing information about the feedback system, New Aged Care 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 service user and stakeholder feedback

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

The organisation will actively seek feedback from service users and stakeholders through Opportunity for Improvement Forms, surveys, as well as verbal, written, or email submissions. All feedback will be managed by the Executive Team. In addition to actively sought feedback, New Aged Care will ensure that there are ongoing avenues for service users and other stakeholders to provide feedback.

New Aged Care 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.

New Aged Care will ensure that feedback can be provided anonymously, and that feedback can be withdrawn, if the person wishes.

Individual service users and stakeholders may provide feedback by:

- Opportunity For Improvement (OFI) Form

- Verbal
- Written
- Email

The Executive Team will be responsible for receiving and making a record of feedback on the OFI Register, located with the Board's documents. The Executive Team will be responsible for reviewing feedback records weekly and identifying any action required. Records of feedback will be stored securely, and access limited to Board & Executive Team except where access is required by law.

Participation and feedback

Participation feedback should be a two-way process. New Aged Care 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; and
- 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 Executive Team will be responsible for maintaining and managing the OFI Register in a timely manner. The Executive Team 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. For more information, see Policy: Complaints Management.

When responding to feedback, New Aged Care will afford procedural fairness to anyone who has given feedback and any person who is the subject of feedback. New Aged Care 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.

New Aged Care will use an open disclosure process throughout the feedback process, and will prioritise transparency and accountability. Refer to, Policy: Open Disclosure.

The Executive Team will be responsible for preparing a report on the number of OFI's at Board Meeting to staff position/staff group/Governing body or Management Committee.

New Aged Care 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 service user and stakeholder feedback will be reviewed by the Executive Team, Clinical Governance Committee and Governance, Quality, Risk & Compliance Committee and used to:

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

Recording Feedback

Managing feedback is critical in promoting New Aged Care's reputation of valuing all feedback. Any worker who receives feedback should raise the issue with their Team Leader and discuss a plan to respond or provide further resolution.

When receiving negative feedback, the Executive Team is required to record the feedback in the OFI or Incident 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 annually, by the Executive Team and any changes made will be approved by the Board.