



## Feedback, Compliments & Complaints

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### Information for residents, families and representatives

#### YOUR VOICE MATTERS

At Homewood Care, we welcome feedback, compliments, suggestions and complaints. Your feedback helps us recognise what is working well, respond to concerns and improve the care and services we provide.

#### Our commitment

We want to act on complaints as quickly as possible. Concerns are easier to address when they are raised early, and residents and families are encouraged to speak with us in the way that feels most comfortable.

- ✓ Listen respectfully and take every concern seriously.
- ✓ Acknowledge the matter and begin follow-up promptly.
- ✓ Manage the matter fairly, sensitively and as confidentially as possible.
- ✓ Keep you informed about the review and the outcome.
- ✓ Ensure there is no disadvantage for speaking up.
- ✓ Use feedback to support continuous improvement.

#### How feedback and complaints are recorded

##### Electronic Care System

All complaints and relevant feedback are registered in our electronic care system, Homewood Care's way of recording, allocating, following up and reviewing matters. This helps us keep a clear record of the concern, actions taken, responsible person and outcome.



## Who will manage your concern?

We direct feedback to the person best placed to respond and resolve the concern. If a matter involves more than one area, the relevant leaders will work together.

| Area                       | Examples                                                                                          | Who oversees it                                                                                                                                                                                                                                           |
|----------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Clinical care</b>       | Personal and nursing care, medication, clinical assessments, health, wellbeing and care planning. | Sushma Ghimire, Senior Care Manager, oversees clinical and care and clinical contractor matters.<br><br>The Registered Nurse on duty responds to day-to-day care concerns. A Clinical Care Coordinator reviews and guides care and concerns on the floor. |
| <b>General services</b>    | Meals and cooking, laundry, cleaning, maintenance, administration and other general services.     | Tom Pembroke, General Manager oversees concerns about Homewood Care's general services, including catering, cleaning, laundry, maintenance and service contractors.                                                                                       |
| <b>Executive oversight</b> | Serious, complex, unresolved or organisation-wide matters.                                        | Bronwyn Heard, Chief Executive Officer, oversees all feedback and the complaints process.                                                                                                                                                                 |

## How to provide feedback

**Speak with us:** Talk with the Registered Nurse on duty, Clinical Coordinator, Care Manager, General Manager or another staff member you trust.

**Put it in writing:** Provide a letter, email or completed feedback form. A family member, representative or advocate may assist you.

**Compliments and suggestions:** We also welcome compliments and ideas. These are shared with the relevant team and help us recognise good service and improve.



## What happens next?

1

**Listen & record:** We listen to the issue and register the complaint or relevant feedback in our Care Management System.

2

**Review & respond:** The appropriate person reviews the matter, gathers relevant information and acts where needed.

3

**Keep you informed:** We communicate progress and explain the outcome as soon as reasonably possible.

4

**Learn & improve:** Management reviews complaints and feedback to identify improvements and reduce the risk of the concern happening again.

## If you are not satisfied

Please tell us if you feel the matter has not been resolved. You may ask for it to be reviewed by the Senior Care Manager, General Manager or the Chief Executive Officer.

You may also seek support from an advocate or contact the relevant external aged care complaints body.

### Need help raising a concern?

Please speak with any Homewood Care staff member. We can help you document the concern and make sure it reaches the appropriate person.

**Thank you for helping us make Homewood Care better for everyone.**