

# Client and Stakeholder Feedback Management

<b>Document Type:</b>	Policy	<b>Department:</b>	Quality, Risk and Strategy
<b>Date of Last Review:</b>	20.11.2020	<b>Due for Review:</b>	20.11.2023

## 1. Purpose

The purpose of this policy is to:

- Encourage clients and stakeholders to provide Samarinda with feedback on the services and support provided;
- Continually improve the standard of service and support delivered to clients; and
- Increase client satisfaction through reporting, managing and actioning feedback.

## 2. Scope

This policy applies to all clients, residents and their circles of support, employees, contractors, volunteers and visitors, collectively referred to as stakeholders.

## 3. Definitions

**Advocate** means a person who publicly supports another person. An advocate is someone who:

- Acts on a client's instructions
- Supports and encourages the client
- Speaks on the client's behalf to promote the client's ideas and interests.

An advocate can be a relative, carer, friend, neighbour or from an advocacy service.

**Client** is the term used to identify people with disability receiving supports under the NDIS, aged care consumer (including residents) or self-funded fee for service arrangements.

**Complaint** is an expression or statement of dissatisfaction. A complaint may be written or verbal. Complaints can be grouped into the following three categories:

- Informal complaints;
- Formal complaints that require investigation; and
- External or unresolved complaints.

**Complainant** is a person who makes a complaint or expression of concern regarding any aspect of a service provided by Samarinda.

**Compliment:** An expression or statement of satisfaction made by or on behalf of a Samarinda client. A compliment may be written or verbal.

**Feedback** is information provided by a client, stakeholder or community member in relation to Samarinda and may be in the form of written or verbal compliments, complaints, enquiries and suggestions.

**Natural justice** also referred to as procedural fairness is a legal requirement that applies to administrative decision-making. It imposes a code of procedure to ensure that decision-making is fair and reasonable. Whether a decision complies with natural justice depends not on whether the decision itself was fair and reasonable, but on whether a fair and proper procedure was followed in making the decision.



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**Resident** means a person residing at Samarinda’s residential care facility including respite care.

**Suggestion** is a recommendation to improve any aspect of a service or product. It may be part of a compliment or complaint but may also be offered as standalone information.

## 4. Policy

Clients and stakeholders have the right to expect quality care and services and to provide Samarinda with feedback which may take the form of a complaint, compliment, or suggestion.

Feedback provides an opportunity to review and reflect on how we can improve the quality, safety and efficiency of the service we provide to clients. Feedback is an integral part of providing person-centered, integrated, safe, effective and appropriate care and services.

Complaints provide an opportunity for an open discussion of concerns. Effective management of complaints can prevent issues from escalating, and further enhance client or stakeholder satisfaction and experience. All complaint handling will be conducted using natural justice and procedural fairness.

Compliments can have a positive impact on employee wellbeing and work performance and as such are shared with stakeholders where appropriate.

The client and stakeholder feedback process will be accessible through a variety of channels. Avenues will be made available for escalating complaints and for making a complaint about the CEO. Information on external complaints handling bodies such as the Victorian Ombudsman, NDIS Quality and Safeguards Commission and Aged Care Quality and Safety Commission will be provided to stakeholders and where a stakeholder wishes to make a complaint to an external body they will be provided with support to make contact if requested.

Recording stakeholder feedback enables Samarinda to learn from mistakes, identify systemic issues, reduce risks and improve the experience for current and future stakeholders.

The processes, systems and responsibility for recording, storing and closing stakeholder feedback in a timely manner are the responsibility of the Quality Risk and Strategy department.

### 4.1 Client and Stakeholder Feedback

Clients and stakeholders:

- Will be informed of the right to have an advocate support them in providing feedback including making a complaint.
- Feedback remains strictly private and confidential.
- Are encouraged and supported to complete the ‘We Welcome Your Feedback’ form.
- Are encouraged and supported to complete feedback / satisfaction surveys.

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If a client or stakeholder believe there are serious and unlawful acts occurring within their service and don't wish to report this on a 'We Welcome Your Feedback' form they can provide information through the Whistleblower process.

The Quality Risk and Strategy department is responsible for coordinating distribution, collation and reporting of client and stakeholder feedback.

#### **4.1.1 QPS Client, Resident and Relative Experience Surveys**

The QPS experience surveys are conducted online, where clients and stakeholders are provided with a web based link to the QPS survey to directly capture the ratings and verbatim comments.

Clients are encouraged and supported to complete client feedback surveys.

The QPS experience surveys are conducted annually and results are provided to:

- Clients and Residents.
- Stakeholders.
- Clinical Governance sub-committee.
- Committee of Management.
- Executives and senior management.

#### **4.2 Staff Training and Education**

All Samarinda staff have a role to play in the effective management of client feedback. It is the responsibility of Samarinda to provide training to ensure staff have the skills to handle feedback appropriately.

Samarinda provides training in customer service and complaints management. Training also occurs through targeted staff education sessions and opportunities for staff to attend training facilitated by external agencies.

#### **4.3 Evaluation**

The design and performance of Samarinda's complaints management systems are periodically reviewed to ensure compliance with our vision and values, best practice principles, regulations and legislation and to determine if the system is adequately resourced.

### **5. Custodian**

Quality Risk and Strategy Manager

### **6. Related Documents**

Client Feedback Management Procedure

Residential Services Handbook

Client Handbook

Whistleblower Policy



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Aged Care Quality Standard 6 Feedback and Complaints  
Aged Care Quality Standard 8 Organisational Governance

NDIS Practice Standards:  
C2.3 Quality Management  
C2.5 Feedback and Complaints Management

## 7. References

NDIS Quality and Safeguards Commission. 2020, *Practice Standards and Quality Indicators 2020*. Last viewed 5<sup>th</sup> October 2020,  
<https://www.ndiscommission.gov.au/sites/default/files/documents/2019-12/ndis-practice-standards-and-quality-indicators.pdf>

Victorian Public Sector Commission. 2015, *Code of Conduct*. Last viewed 18<sup>th</sup> November 2020,  
<https://www.ombudsman.vic.gov.au/about-us/mission-and-values/our-code-of-conduct/>