

# Aged Care Complaints and Feedback

**POLICY STATEMENT**

**Julia Creek Home Care values complaints and feedback on our care and services and related processes from all sources and particularly from our consumers and their supporters and we apply open disclosure principles.**

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## 1 PURPOSE

To provide worker guidance in responding to aged care complaints and feedback.

## 2 SCOPE

This policy complements the broader council policy on Complaints Management. This policy and procedure focuses on receiving, responding to, managing and resolving complaints and feedback within Julia Creek Home Care Services Commonwealth Home Support Program.

## 3 OUR APPROACH TO COMPLAINTS AND FEEDBACK<sup>1</sup>

Julia Creek Home Care is committed to fostering a culture where consumers, their supporters, aged care workers, and others feel safe and supported to raise complaints or provide feedback about our services without fear of retaliation or discrimination.

Our aged care complaints and feedback management system ensures that matters relating to the delivery of funded aged care services are acknowledged, assessed, managed, and resolved in a way that is fair, transparent, accessible, safe, culturally safe, and timely; supporting our commitment to quality care and continuous improvement.<sup>2</sup>

Policies and forms related to our complaints and feedback management system are available upon request. To facilitate complaints and feedback:

- Consumers and their supporters<sup>3</sup> They are made aware of their right to complain and encouraged to provide feedback or lodge a complaint if they are not satisfied with Julia Creek Home Care. Information on consumers' right to complain without fear of retribution, the complaints process and their right to use an advocate in making a complaint is included in the **Client Agreement and Client Handbook**.

This information is also explained to consumers at service commencement, at reviews, when a complaint is raised, and at other appropriate times, such as consumer meetings. To maintain ongoing awareness, reminders are included in regular communications like monthly invoices, newsletters, and written updates.<sup>4</sup>

Additional assistance with understanding the complaints and feedback process is available upon request and may include explanations, guidance, or translated materials. (See also 'People with Specific Needs' below.)

We support and assist them in making a complaint and provide information and assistance on accessing advocacy services.

Workers take steps to ensure that consumers feel comfortable continuing to receive services after making a complaint.

- Other individuals or organisations are informed of their right to make complaints and provide feedback through the provision of information on our website, other published materials and (where relevant) the associated provider management process. Complaints and feedback are managed in accordance with our principles for handling such matters.

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<sup>1</sup> Australian Government Federal Register of Legislation [Aged Care Act 2024](#) 165 Complaints, feedback and whistleblowers, See also [Aged Care Rules 2025](#) Part 10-Management of incidents and complaints

<sup>2</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 165-10 (b)

<sup>3</sup> Supporters include registered supporters, substitute decision-makers, advocates, and other persons supporting the consumer

<sup>4</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 165-20 (J) - communicate and at least monthly that complaints and feedback (including whistleblowers) are welcome. This applies to our consumers, aged care workers and responsible persons.

Workers are informed of their right to file complaints and provide feedback during induction, training, and through regular communications, such as monthly meetings.

Workforce-related complaints (e.g. employment disputes or interpersonal issues) are managed under a separate Employer/Employee Dispute Procedure.

General complaints or feedback from workers about care delivery, safety, or service quality are managed in accordance with our consumer complaints and feedback principles. See also Disputes Between Consumers and Support Workers below.

### 3.1 MAKING OR WITHDRAWING COMPLAINTS AND FEEDBACK<sup>5</sup>

Complaints and feedback can be given at any time, they may also be withdrawn at the complainant's request<sup>6</sup>, unless doing so would conflict with our legal or regulatory obligations, such as mandatory reporting requirements or where the matter involves a breach of the law.

Incidents, once identified, cannot be withdrawn and must be recorded, assessed, and managed under our Incident Management procedures<sup>7</sup>. If a complaint or feedback reveals that a consumer was harmed or at risk of harm, it is treated as an incident and managed accordingly.

If a complaint or feedback identifies a potential contravention of the Aged Care Act, the complainant is offered the option to have it treated as a complaint or a whistleblower disclosure, provided that all relevant conditions for whistleblower protection are met<sup>8</sup>.

While we encourage individuals to speak with us directly before contacting an external complaints agency, they are free to do so at any time and we will assist them if they wish. Details of external complaints agencies/advocacy services are detailed below in Advocates.

All complaints and feedback are recorded on either a **Feedback and Complaint** form. Where a complaint or feedback is given orally, workers complete a form on the complainant's behalf. (See below Complaint and Feedback Forms). Withdrawal of a complaint or feedback is also documented on the form, and for serious complaints, a signed statement confirming the withdrawal is requested.

Julia Creek Home Care does not charge any costs for making, withdrawing or managing a complaint or feedback.<sup>9</sup>

#### 3.1.1 ANONYMOUS COMPLAINTS

Complaints can be submitted anonymously. While anonymous submissions typically limit our ability to consult with the complainant, they may still allow for ongoing communication if submitted through an external advocacy service that maintains contact with the individual, or via anonymous channels such as an unidentifiable email address.

All complaints and feedback (anonymous or otherwise) are taken seriously. We will investigate each matter and take appropriate action based on the information available.

If an anonymous complaint or feedback identifies a potential breach of the Aged Care Act and the complainant cannot be contacted, the matter is treated as an anonymous whistleblower disclosure, provided it meets the relevant criteria. (See [Whistleblowers](#)).

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<sup>5</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 165-15

<sup>6</sup> Ibid 165-15 1(c)

<sup>7</sup> Note: Worker-related incidents are managed under our [Workplace Safety](#) procedure. A Worker Incident Report is completed

<sup>8</sup> Australian Government Federal Register of Legislation [Aged Care Act 2024](#) 165

<sup>9</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 165-15 1(e)

## 3.2 SUPPORTING WORKERS TO HANDLE COMPLAINTS AND FEEDBACK<sup>10</sup>

All workers involved with consumers receive information on their responsibilities in supporting and encouraging consumers to raise complaints and provide feedback, and to assist them throughout the process. We provide workers with information on:

- The complaints and feedback process
- How to handle personal information and data
- How to recognise and respond to complaints and feedback
- Managing relationships and clearly communicating with people making complaints or feedback
- When and how to escalate complaints and feedback
- Their roles and responsibilities in our complaints and feedback process and
- The roles and functions of independent aged care advocates.

This information is provided to workers on induction, annually, and when the worker's role changes. Workers are informed of any changes to our complaints and feedback processes on an ongoing basis.

## 4 COMPLAINTS MANAGEMENT

We use the [Better Practice Guide to Complaints Handling in Aged Care Services](#)<sup>11</sup> to guide our management of complaints and to ensure workers understand the complaints process from the consumers' perspective.

Our complaints process complies with the Aged Care Act and Rules<sup>12</sup> and our approach is consistent with the Statement of Rights. It is centred around the consumer/supporter; it seeks to appropriately address the issue raised and contribute to the continuous improvement of our care and services.

We have also adopted the Australian Open Disclosure Framework<sup>13</sup> principles and processes to support the effective and inclusive management of complaints (including complaints that may be a result of an adverse event or incident related to care and services).

The Aged Care Governance Committee reviews complaint trends to ensure improvements to services and processes that underpin all our services and operations are being implemented. Our complaints handling approach reflects our vision, objectives and philosophy.

### 4.1 OPEN DISCLOSURE AND OTHER PRINCIPLES IN MANAGING COMPLAINTS<sup>14</sup>

Julia Creek Home Care adopts the Open Disclosure Principles and the principles from the Aged Care Quality and Safety Commission, in managing complaints.<sup>15</sup>

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<sup>10</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 165-20

<sup>11</sup> Australian Government Aged Care Complaints Commission [Better Practice Guide to Complaint Handling in Aged Care Services](#) Updated July 2025. See also [Complaints handling checklist](#) Website Accessed August 2025

<sup>12</sup> Australian Government Federal Register of Legislation [Aged Care Act 2024](#) 165. See also [Aged Care Rules 2025](#) Chapter 4 Part 10 Division 2 Complaints, feedback and whistleblowers

<sup>13</sup> Australian Commission on Safety and Quality in Health Care [Australian Open Disclosure Framework](#) 2014. Website Accessed August 2025

<sup>14</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) Subdivision B—Implementing and maintaining a complaints and feedback management system

<sup>15</sup> Australian Government Aged Care Complaints Commission [Better Practice Guide to Complaint Handling in Aged Care Services](#) Updated July 2025 Website Accessed August 2025

#### 4.1.1 OPEN DISCLOSURE MEETINGS

Open disclosure meetings are conducted when a complaint involves an incident where harm or potential harm to a consumer is evident. The Manager is responsible for preparing and leading these meetings with the consumer and their registered supporter, substitute decision-maker, advocate or other supporters as appropriate.

All complaints are managed in accordance with the following principles:

#### 4.1.2 BE OPEN AND TIMELY

If things go wrong in the provision of care and services (including adverse events or incidents) we communicate and provide timely information in a timely, open and honest manner. We provide ongoing information about our investigation and any actions until the complaint or issue is resolved.

#### 4.1.3 ACKNOWLEDGE

The person managing the complaint will:

- Acknowledge all complaints quickly
- Repeat what you have heard in your own words. This creates a shared understanding and establishes empathy
- Express regret using the words 'I/we are sorry', but do not admit liability or apportion blame
- Tell the complainant what happens next with their complaint and provide contact details for the worker handling the complaint
- Reassure all parties that confidentiality is respected, including record keeping of complaints
- Give an estimate of how long the process may take
- Invite those involved to participate in the resolution process; engage the consumer
- Complaints that are straightforward with low risk can be resolved on first contact.

#### 4.1.4 RECORD

All complaints and feedback are recorded using the **Feedback and Complaint Form**. (See below Complaint and Feedback Forms). A summary of serious complaints may also be documented in the care management system, outlining the actions taken. Updates to the records are made as events progress, including any investigations or actions taken to support consumers and workers.

Complaint records are stored securely in the care management system (or in paper files in the Manager's office) and privacy and confidentiality of information is maintained, including when records are shared with outside agencies as necessary. Julia Creek Home Care privacy and confidentiality processes apply to the collection and sharing of information regarding complaint reporting.

#### 4.1.5 ASSESS

- Assess the complaint and prioritise against other complaints the service is handling
- Clarify the concerns and issues raised by the complainant
- Determine the level of risk to the consumer, other consumers and the service
- The Manager will seek legal advice (after discussion with the CEO) in the management of complaints, if necessary

- Ask the complainant and any consumers involved in the issue, how they would like to see the complaint resolved, and engage them in the resolution of the complaint if they wish<sup>16</sup>
- Show a positive, professional attitude and thank the complainant for bringing the matter to your attention
- Plan (if required)
  - consider the best way to resolve the complaint. Note that in certain situations, alternative approaches, such as conciliation, mediation, or external review, may need to be considered.
  - prepare a short-written plan of how the complaint is to be managed and any information to be collected
  - ensure that the person who made the complaint, or the consumer it was made on behalf of, will not be adversely affected by the planned actions unless necessary given the circumstances (e.g. consumer safety)<sup>17</sup>
  - focus attention on the issue to be resolved
  - remain flexible and adjust as required
- Investigate (if required)
  - gather relevant information and evidence to resolve the complaint
  - a fair investigation is impartial, confidential, transparent and timely
  - keep written notes of discussions
  - where the complaint is in response to an adverse event<sup>18</sup> we consider:
    - if the event could have been prevented
    - what, if any, remedial action needs to be undertaken to prevent further similar events from occurring, or to minimise their impact
    - any systemic issues, including whether the event is part of a broader pattern of recurring issues, or reflects deeper structural, cultural, or policy-related gaps
    - any operational issues, such as specific failures in processes, communication, or oversight that contributed to the event occurring
- Investigations will be conducted by an Executive Manager. In serious cases, an external investigator may be engaged.
- In investigating complaints, we ensure procedural fairness to all parties involved:<sup>19</sup>
  - the complainant is given the opportunity to present their point of view and respond to any findings
  - any person who is the subject of the complaint is informed and given the opportunity to respond before decisions are made.

An effective complaint handling process is fair, accessible, responsive, efficient and contributes to ongoing quality improvement in service delivery.

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<sup>16</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 164-20, 164-45

<sup>17</sup> Ibid 165-35

<sup>18</sup> Especially for serious events - for example, a contravention of the Aged Care Act where there was no harm or risk of harm to consumers, and the complainant chose to have it treated as a regular complaint rather than a whistleblower disclosure.

<sup>19</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) Ibid 164-15 1(m). See also Aged Care Quality and Safety Commission [Effective serious incident investigations guidance for providers](#) Published 3 October 2022. Section 4 Providing support and fairness to people during an investigation

## Notifications<sup>20</sup>

Some complaints may raise issues that need to be reported to external bodies, including:

- The Aged Care Quality and Safety Commission, if the complaint relates to non-compliance with the Aged Care Act
- The police, if the complaint involves suspected criminal conduct
- The NDIS Quality and Safeguards Commission, if the event relates to non-compliance with the NDIS Act
- Other regulatory or oversight bodies, depending on the nature of the issue (e.g. privacy breaches, financial misconduct, or governance failures)

Julia Creek Home Care ensures that any requirements for referral or notification of complaints under Commonwealth, State or Territory laws (as applicable) are met.

An Executive Manager will determine whether an event is required to be reported and will take appropriate action in a timely manner, in consultation with the CEO.

### 4.1.6 RESPOND

We aim to achieve restorative outcomes<sup>21</sup> where appropriate, by addressing harm, rebuilding trust, and improving service delivery. In responding to complaints, we:

- Apologise using the words 'I/we are sorry'. It can improve your relationship with the complainant
- Respond to the complainant with a clear decision and explain your reason for the decision
- Written responses may be more suitable for complex matters
- Communicate outcomes promptly
- Recognise that it may take several meetings to come to resolution.

### 4.1.7 FOLLOW UP

- Check if the complainant is satisfied with the management and resolution
- Ask complainants for feedback
- If the complainant is not satisfied, consider further options such as:
  - An internal review by a worker who was not involved in the original complaint
  - Mediation to help clarify concerns and explore solutions
  - Referral to external complaints bodies or advocacy services, including the [ACQSC Complaints Commissioner](#)<sup>22</sup>, who can independently assess and manage complaints.

Complaints are evaluated and discussed at the Aged Care Governance Committee (with consideration to confidentiality). We ensure that follow-up includes actions that restore the person's trust and confidence in our care and services.

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<sup>20</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 164-15 1(o)

<sup>21</sup> Ibid 164-15 1(n). A restorative outcome is an action the provider takes to restore a person's trust and confidence in the quality and safety of their services. See Australian Government Aged Care Complaints Commission [Better Practice Guide to Complaint Handling in Aged Care Services](#) Updated July 2025 p.17

<sup>22</sup> Australian Government Aged Care Quality and Safety Commission [Complaints Handling Policy](#), see also [Regulation and oversight under the new Aged Care Act](#) Website Accessed August 2025.

#### 4.1.8 CONSIDER

- Evaluate the outcome for the complainant; ask yourself/the team (and document):
  - are there issues or problems which could be repeated?
  - was there a delay in resolving the complaint?
  - can procedures and policies be reviewed to improve the complaints process?
  - are there opportunities to improve service delivery or consumer experience more generally?

Regular contact with the complainant should be maintained throughout the process. It is important to keep the complainant informed if their issue is taking longer to resolve than first advised.

An assessment of the effectiveness of our complaints system is conducted as part of our audit program at least annually.

For specific details on how complaints are managed, see Table 1: Complaints Management Process.

## 4.2 PROCESS FOR MANAGING COMPLAINTS

**Table 1: Complaints Management Process**

Step	Process	Timeline
1	A complaint is received by a support worker, service coordinator, or directly from a client or their representative. Complaints may be submitted via the Feedback and Complaints Form, email, mail, phone, or in person.	On the day the complaint is received
2	If the complaint is raised in person or by phone, the staff member acknowledges the concern, reassures the person that their feedback is welcome, and explains that raising issues helps improve care and services. For written complaints, the client is contacted by phone or in person to confirm the details.	On the day of receipt
3	The staff member records the complaint on a Feedback and Complaint form if it has not yet been completed.	Same day
4	If the complaint is from an external agency, serious, or related to an Incident, it must be escalated immediately to the Team Leader.	Within 2 hours
5	The service coordinator reviews the complaint, documents relevant information, and notes any immediate actions taken.	Within 1 working day
6	The service coordinator contacts the client by phone or letter to inform them that the complaint is being assessed, explain the process, outline confidentiality, provide expected timeframes, and offer information about advocacy services. The client is also asked how they would like to be contacted with updates.	Within 1 working day
7	The service coordinator aims to resolve the complaint and provide the complainant with details of the resolution, and, if applicable, the client. All actions, correspondence and outcomes are recorded within the Complaints Management form.	Within 2 working days
8	If unresolved, the service coordinator escalates the complaint and all supporting information to the Team Leader.	On the third working day At next meeting

Step	Process	Timeline
	All feedback and complaints are reported in the care and clinical handover meeting for monitoring.	
9	The Team Leader reviews the complaint, determines the appropriate action, and develops a plan to resolve the issue. If needed, the matter may be raised with the Director of Corporate & Community Services for oversight or guidance.	Within 4 working days
10	The Team Leader keeps the Director Corporate & Community Services informed of progress for more serious complaints or where broader governance and support is needed.	As required
11	The Team Leader oversees the investigation or resolution activities. The approach remains fair, confidential, transparent, and timely. Meetings are held with the complainant if required.	For all escalated complaints
12	Actions are completed, including offering an apology where appropriate. Individuals involved are given the opportunity to provide information, respond to findings, and contribute to solutions.	During the investigation period
13	The client or their representative is advised in writing of the outcome and any actions taken to address their concerns.	Immediately after the decision
14	If the client is dissatisfied, they are informed of internal appeal options and external advocacy bodies.	At outcome notification
15	If an internal review is requested, the complaint is reviewed by a representative of the Aged Care Governance Committee or the CEO. This decision is considered final within the service.	As required
16	The client or their representative is informed of the review outcome and reminded of their right to contact independent advocacy or external agencies.	After the internal review decision
17	Once the complaint is finalised, the Team Leader checks in with the client to ensure they feel comfortable continuing to use the service and to gather feedback about the process.	After completion
18	The Team Leader evaluates the handling of the complaint, including accessibility, investigation and documentation, timeliness, complainant satisfaction, and whether further training or system improvements are required. This is recorded in the Complaints Resolution form, documented in the Continuous Improvement plan (if required) and reported to governance committees in accordance with reporting requirements.	At the close out

### 4.3 CONFIDENTIALITY OF COMPLAINTS AND DISPUTES<sup>23</sup>

Information provided in a complaint or feedback is treated as confidential and only disclosed if required by law, or if the disclosure is otherwise appropriate in the circumstances<sup>24</sup>. For example, when:

- The complaint suggests serious or immediate risk or harm to the consumer

<sup>23</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 165-15

<sup>24</sup> See Australian Government Office of the Australian Information Commissioner [Chapter 6: APP 6 Use or disclosure of personal information](#) and [Chapter C: Permitted general situations](#) Accessed August 2025. See also [Aged Care Rules 2025](#) 15(l)

- A complainant is at risk of self-harm
- A complainant threatens to harm involved parties.<sup>25</sup>

As far as possible, the fact that a consumer has lodged a complaint, and the details of that complaint, are kept within the workers directly involved in resolving it. The consumer's permission is obtained prior to any information being given to other parties that it may be desirable to involve to investigate and satisfactorily resolve the complaint or dispute. Complaints that are sensitive in nature are managed by the appropriate Manager/Director Care Services.

#### 4.4 WORKING WITH EXTERNAL COMPLAINTS AGENCIES

If we receive a request to provide information or input from an external complaints/advocacy agency we provide relevant information as requested with consideration to privacy. Information provided to external agencies is documented in a **Complaint Form**, detailing the information provided and any relevant documentation and filed by the Manager/Director Care Services after review by the CEO.

If we are provided with a direction from the Aged Care Quality and Safety Commission<sup>26</sup>, we follow that direction and keep a record of the actions taken on the complaint form/file. Additionally, if requested by the System Governor or the Commissioner to provide a Complaints and Feedback Management Report, we will provide the report within 14 days (or within the timeframe specified in the request). This report will:

- Be in the approved format
- Be signed by the governing body of Julia Creek Home Care
- Include the following prescribed information:
  - number and nature of complaints and feedback received
  - actions taken to resolve complaints or respond to feedback, including any service improvements
  - evaluation of the effectiveness and outcomes of those actions
  - time taken to resolve each complaint and feedback
  - education and training provided to staff in relation to complaints and feedback
  - analysis of patterns and underlying causes of complaints.<sup>27</sup>

Information on contact details for external complaints or support agencies is included in Choice, Independence and Quality of Life/ Table 1: Advocacy and Complaints Contacts.

## 5 DISPUTES BETWEEN CONSUMERS AND SUPPORT WORKERS

Julia Creek Home Care support workers are required to report immediately to their Team Leader any dispute with consumers, regardless of how small. Disputes are reported verbally in the first instance. The Team Leader then decides:

- Whether the consumer should be contacted
- If a written report is required
- The format of the report

<sup>25</sup> Australian Government Aged Care Quality and Safety Commission [4. Complaints process/ Exceptions](#). Website Accessed August 2025

<sup>26</sup> Australian Government Aged Care Quality and Safety Commission [Provider resolution fact sheet](#) Website Accessed August 2025

<sup>27</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) Subdivision E—Complaints and feedback information on request

- Any other action to resolve the dispute as early as possible.

The Team Leader may offer the consumer the opportunity to make a formal complaint. If the consumer accepts this offer the Team Leader completes a **Complaint Form** with them and the complaints process is followed.

## 6 PEOPLE WITH SPECIFIC NEEDS<sup>28</sup>

Where a person has specific needs, such as people from culturally and linguistically diverse (CALD) backgrounds or Aboriginal and Torres Strait Islander people, the workers ensure that any cultural aspects are considered when reviewing a complaint or dispute and ensures the person feels comfortable in discussing a dispute. The presence of a family member or friend may be required. An independent interpreter is offered to persons not proficient in English.

Where necessary to support consumers understanding of our complaints policy and process, we provide documents in translated or alternative accessible formats,<sup>29</sup> and may also use resources from the Aged Care Quality and Safety Commission<sup>30</sup> that explain information in simple English or in the consumer's preferred language.

We also ensure that any actions, interventions, or referrals are appropriate to people from specific needs groups. This may require the involvement of organisations with expertise in specific needs groups either in providing advice or assisting in actions.

## 7 FEEDBACK

Feedback can be positive and negative. Negative feedback is defined as minor dissatisfaction or a minor issue that can be easily resolved and/or the consumer does not want to make a formal complaint. For example, feedback on an occasion of late service provision or dissatisfaction with a provided meal. Positive feedback is a compliment or praise regarding service delivery, workers or the organisation. Feedback can be formal or informal.

All feedback and its importance is acknowledged, and the provider is thanked for providing it.

If feedback raises issues that need to be resolved, we:

- Consult with the person who provided the feedback
- If feedback is given on behalf of a consumer, we consult with the consumer directly
- If the consumer consents, we also consult with their registered or preferred supporter.

We ensure all parties are informed about how to make a complaint or give feedback about the resolution of any issue raised to the Complaints Commissioner.<sup>31</sup>

### 7.1 FORMAL CONSUMER FEEDBACK

Formal feedback is given with the intention of providing feedback such as a consumer completing a survey, a **Feedback and Complaints** form or specifically informing a worker about their dissatisfaction with services or care.

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<sup>28</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 165-20

<sup>29</sup> Ibid 165-20(h). Julia Creek Home Care assesses the needs of its consumer base and prepares translated or accessible materials in advance where there is a clear need, to ensure equitable access to complaints information and processes

<sup>30</sup> Australian Government Aged Care Quality and Safety Commission [Resource library](#) Website Accessed August 2025

<sup>31</sup> Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 165-30

When formal feedback is not written on a Tell Us What You Think form the worker receiving it completes a form and attaches any documentation.

## 7.2 INFORMAL CONSUMER FEEDBACK

Informal feedback is made during interaction, for example, a consumer mentioning to the bus driver that the outing location was unsatisfactory or general dissatisfaction with care or services.

Informal feedback is recorded by the worker on a **Feedback and Complaints** form.

## 8 COMPLAINT AND FEEDBACK FORMS

**Feedback and Complaints** form access is provided to consumers in the of service commencement meeting, in the **Client handbook**, and are accessible on our website.

### 8.1 FEEDBACK AND COMPLAINT FORM

The **Feedback and Complaints** form is used for all complaints and feedback received regarding Julia Creek Home Care Services. Workers may complete the form for the consumer or may provide access to the form to them or their supporter. If consumers write a letter or telephone their complaint, workers complete a **Feedback and Complaints** form on their behalf.

Completed Complaint Forms are forwarded to the appropriate service coordinator and Team Leader who reviews and investigates the complaint in line with the procedures specified in Complaints Management above.

### 8.2 COMPLETED FORMS

Completed forms are forwarded to the appropriate Team Leader for any immediate action required and are then forwarded to the Quality Coordinator for review and further distribution as necessary. The relevant team member's advice regarding appropriate actions is sought.

The confidentiality of complaints is maintained as per the principles of the Privacy Act. (See above Confidentiality of Complaints and Disputes.)

## DOCUMENT INFORMATION

<b>Owner**</b>	Community Services Team Leader
<b>Date Approved</b>	17 February 2026
<b>Applicable Aged Care Programs</b>	CHSP
<b>Review History</b>	Version 1.0   Developed: 17 February 2026
Date of review and summary of changes	Version 1.0 February 2026: updated terminology in line with the Aged Care Act 2024, Aged Care Rules 2025, SAH requirements and CHSP requirements
Date of review and summary of changes	
Date of review and summary of changes	

\*\*The person responsible for ensuring the Procedure is appropriate, followed and maintained up to date.