

Customer Feedback Framework



life
care



Life Care Customer Feedback Framework

At Life Care, we are committed to supporting every customer to “Live Every Day”.

Life Care is committed to maintaining a positive feedback culture across all levels and services and understands that feedback and complaints are essential to creating a safe and inclusive environment in which to serve customers who choose our services.

Life Care’s approach for the effective management of customer feedback that supports customers and their representatives is outlined below.

You can expect that Life Care will:

- Actively encourage you (our customers and their representatives) to provide feedback or raise concerns about any aspect of the services delivered by Life Care that do not meet your expectations
- Respect that you and your representative/s can decide how, when and where you wish to make a complaint
- Provide you with ongoing information about Life Care’s Customer Feedback procedure to ensure it is always accessible, easily understood and culturally relevant
- Receive and resolve your feedback and/or complaint in a confidential and fair manner with your personal views respected
- Help you to find a support person or advocate to assist you if you choose
- Inform you of your right to make a complaint to a regulatory body or authority such as the Aged Care Quality and Safety Commission
- Support your participation, identify your desired outcome, and keep you and your representative/s informed of all decisions and the reasons of those decisions throughout the complaint handling process
- Use the Life Care Customer Feedback process to inform service improvement across our organisation

Providing feedback

Anyone can provide feedback or make a complaint to Life Care regarding our services, including on behalf on someone else.



In the first instance, you have the option to talk to staff that your feedback relates to. Often issues of concern can be resolved quickly and effectively at first point of contact.

Feedback and complaints can be made in several ways:

- By telephoning the manager of the service in question.

Contact details are:

- Gaynes Park 08 8490 2100
- Glenrose Court 08 8379 1449
- Reynella Lodge 08 8392 3600
- Aldinga Beach Court 08 8550 2100
- Parkrose Village 08 8292 7100
- Life Care Corporate Services on 08 8239 9800
- Verbally, directly to any Life Care team member
- In writing by
 - Email to feedback@lifecare.gov.au
 - Letter to:
The Quality and Clinical Governance Manager
Life Care
128 Greenhill Rd
Unley SA 5061
- Through completion of a Life Care Feedback Form available on site or upon request
- Via the Life Care website by completing the Feedback form found at www.lifecare.com.au/feedback

Life Care will support you to provide feedback or make a complaint. For example, we can arrange an interpreter or an advocate to support you or act on your behalf to make a complaint if required. There are aged care advocacy services that provide this kind of assistance. In South Australia:

- Aged Rights Advocacy Service on (08) 232 5377 or 1800 700 600 or by email aras@agedrights.asn.au

In all cases, Life Care can accept anonymous complaints and we will investigate as far as possible.



How is my feedback managed?

Life Care will contact you to speak to you about your complaint, acknowledge receipt, obtain further information if required, and clarify the outcome you are seeking.

Life Care aims to resolve all complaints within **5 business days** and will contact you throughout the resolution process to provide you with regular updates if required, and discuss the resolution. If additional time is required to resolve the complaint, an alternative timeframe will be discussed and agreed with you.

If you are unhappy with the outcome, your complaint will be escalated to the Quality and Clinical Governance Manager for intervention. Life Care intends to resolve escalated complaints within **30 business days** from escalation.

If you remain unsatisfied with the outcome, your complaint will then be escalated to an independent third-party complaint resolution professional at Point Heard. Point Heard is a customer engagement organisation retained by Life Care to attempt resolution of escalated complaints. Point Heard will contact you within **10 business days** from escalation.

If a complaint still remains unresolved and requires further follow up, or if you are not satisfied with the final resolution offered, we can assist with information for you to lodge a complaint with an external agency such as:

Aged Care Quality and Safety Commission

Telephone 1800 951 822

Translating and interpreting services telephone 131 450

National Relay Service 1800 555 677 and ask for 1800 951 822, or

By completing <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint/online-complaints-form>