

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. We understand that receiving feedback and complaints is essential to creating a safe and inclusive environment in which to serve our customers and their family and friends.

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

What to expect

You can expect that Life Care will:

- Actively encourage our customers or their representatives to provide positive feedback or raise concerns about any aspect of the services delivered by Life Care
- Provide you with ongoing information about Life Care’s Customer Feedback Framework 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 informed of all decisions and the reasons for those decisions throughout the feedback process
- Use the Life Care Customer Feedback process to inform service improvement across our organisation.



Providing feedback

Anyone can provide positive 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 politely talk with a member of our team.

When positive feedback is received, we are encouraging our team members to share this with the rest of their team using our “Appreciation Walls”, located at each service. These allow team members to share the feedback on a ‘green leaf’ that is placed on the Appreciation Wall for all team members to see. At the end of each month, the green leaves are collated, and the person, or the department, with the most number of green leaves is acknowledged at a Green Leaf Morning Team.

When constructive feedback/ a complaint is raised with a team member, it can often be resolved quickly and effectively at first point of contact. In addition to trying to resolve the matter, we are encouraging our team to notify the relevant department leader to embed improvements.

Formal feedback/ complaints

Formal feedback or complaints can be made in several ways:

- Via the Life Care website by completing the Feedback form found at www.lifecare.com.au/feedback
- 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 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.

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.

At any time during the process, you are able to request that your feedback/ complaint be referred to an independent third-party who will liaise with you directly. To request this service, please email feedback@lifecare.org.au

In addition, there are aged care advocacy services that can provide support. 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 formal feedback or a complaint managed?

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

Life Care aims to resolve all feedback 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 matter, an alternative timeframe will be discussed and agreed with you.



Escalating a complaint

If you are unhappy with the outcome, we provide three levels of escalation:

1. The matter can be escalated to the Quality and Clinical Governance Manager for intervention. Life Care intends to resolve escalated complaints within **30 business days** from escalation.
2. If you remain unsatisfied with the outcome, the matter can then be escalated to an independent third-party complaint resolution professional at Point Heard. Point Heard is a customer advocacy organisation retained by Life Care to provide an alternative, independent resource to attempt resolution of escalated complaints. Point Heard will contact you within **2 business days** from when your complaint is escalated to them and a resolution timeframe will be agreed.
3. If the matter 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>

We look forward to partnering with you to continue improving our services and accommodation for the benefit of our customers.