



POL 14

Consumer and Carer Engagement and Feedback

Policy Statement

The Board and the Executive of Helping Hand Aged Care recognise that engagement with, and feedback from, clients, carers and communities of interest is integral to improving the quality, safety and accountability of our services. This will be demonstrated by:

- / Maintaining a culture that values open and honest communication, and that actively seeks genuine feedback.
- / Providing clients, potential clients and carers with systematic opportunities to engage in the planning, ongoing operation and review of services.
- / Offering to all clients and carers a range of user-friendly ways for them to make their views known without adverse consequences.
- / Ensuring that feedback of all kinds is registered and reported in such a way that issues and trends can be identified and acted upon at both service and organisational level.
- / Maintaining a complaints process that is fair and transparent and in which all stakeholders have confidence.
- / Consult with local communities in the planning of new services.

Reason

Supports HHAC Mission, Objectives & Principles of Care, the Organisational Plan, Consumer and Carer Engagement Framework.

Promotes compliance with Aged Care Act 1997 and User Rights Principles 2014, Carer Recognition 2010 and SA Carer's Recognition Act 2005.

Responsible people

Managers are responsible for continually promoting consumer engagement and ways of seeking and responding to feedback. All staff are expected to help create a culture which supports consumer engagement and feedback.

Status

Version no.	Approved by	Approval date	Last reviewed
1	Board	June 2006	October 2015