



| NEW - Aged Care Quality Standards ¹ | OLD - Aged Care Accreditation Standards ² |
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| <p>Standard 6: Feedback and Complaints <i>I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.</i></p> <p>Linked Standards – 1, 7 and 8.</p> | <ul style="list-style-type: none"> ✓ Standard 1 - 1.4/ 1.5/ 1.6 / 1.8 ✓ Standard 3 - 3.4/ 3.5/ 3.6 / 3.9 ✓ Continuous improvement - 1.1/2.1/3.1/4.1 ✓ Education and staff development - 1.3/ 2.3/3.3/ 4.3 |
| What is Required (New) | |
| <ul style="list-style-type: none"> ✓ Feedback and Complaints Handling Program is reviewed and updated to ensure: <ul style="list-style-type: none"> • processes can be easily accessed and are in an easy to understand format. Consider if feedback and complaints mechanisms are available in the consumer's language and whether the system support diverse and vulnerable groups. • It includes a Consumer Complaints Advocacy policy that details information about access to advocacy services, translation services and other communication and hearing support services to assist consumers in providing making complaints or giving their feedback • that complaints and feedback can be provided anonymously, and that the confidentiality of all complainants is maintained • records of all feedback and complaints received are maintained, including adverse events • appropriate reports are generated regarding the Feedback and Complaints Handling Program to both Management and the Board • that the complaints/feedback form captures and manages all required information, providing an audit history. This includes the receipt, management of feedback and complaints. This should support prioritising and escalation of feedback of feedback and complaints based on circumstances. • it involves consumers and the workforce in the finding of solutions and the taking of appropriate actions • that the process is underpinned the principles of open disclosure, clear responsibilities in respect to communication throughout this process and facilitates open discussion with consumers their families, friends, carers and others, about incidents that have or could have caused harm. This needs to include a clear mechanism for informing consumers, apology, an explanation about what has happened, why it happened and what is being done to prevent it from happening again. • that the feedback and complaints system include reporting a concern that a consumer's dignity wasn't being upheld. • that workforce feedback systems are included, and detail procedures for reporting disrespectful or unkind behaviour, or breaches of the staff code of conduct • feedback to consumers, their families, friends, carers and others is provided as to what has been done with respect to any feedback or complaints and so that they understand what has been done in response to their feedback or complaints • the detailing of the process for escalation of complaints and/or feedback so that they go to a member of an organisation with authority to action and make change • Consumers are made aware of and supported to access alternative, external complaints handling options. This should include the role of the Aged Care Quality and Safety Commission. ✓ Appropriate signage and information are provided promoting a consumer's (or their families, friends, carers and others) ability and available support to provide feedback and/or make a complaint, both internally and externally. This should include a public-facing policy and process for making complaints/feedback information available through the organisation's website. ✓ Recruitment procedures that support the organisation's value-based requirements and supports a culture of welcoming and acceptance of complaints and feedback. ✓ Provision of staff training programs (including orientation) aligned to the Standard and that supports the organisation's Feedback and Complaints Handling Program. This should include: <ul style="list-style-type: none"> • understanding of the Program and associated documentation • how they can provide feedback, as well as identify issues in the delivery of care and services | |

¹ NEW – refers to the Aged Care Quality Standards (Standards) effective from 1 July 2019, further information available at <https://www.agedcarequality.gov.au/providers/standards>

² OLD - refers to the Aged Care Accreditation Standards. Transitional arrangements to the new Standards is available at <https://www.agedcarequality.gov.au/resources/transitional-arrangements-key-changes-fact-sheet-aged-care-quality-standards>



- what they will do, in line with their role, when they receive feedback or a complaint
 - ongoing workforce development in accordance with best practice feedback and complaints handling and that supports a culture of learning from mistakes
 - ability to describe how feedback and complaints are used to improve the quality of care and services delivered at the organisation
 - training record keeping systems and following up with staff who have failed to complete the training.
- ✓ Continuous improvement processes to measure and review outcomes and implement ongoing improvements aligned to the Standard, including areas of regulatory compliance and updating of policy and procedures. This includes:
- conducting surveys/interviews with consumers to establish whether consumers understand how to access advocacy services provided
 - ensuring that the effectiveness and efficiency of the Feedback and Complaints Handling Program is reviewed regularly
 - analysing all feedback and complaints
 - where a complaint indicates a break down in our current systems and procedures practice review and where appropriate a corrective action plan is documented and implemented
 - reporting and sharing of improvements and organisation learnings as a result of the complaints and feedback system, both internally and externally.

Requirements

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| Requirement 3(a) Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints. | ✓ Standard 1 - 1.4/1.6/1.8 ✓ Standard 3 - 3.9 ✓ Education and Staff Development - 1.3/ 2.3/3.3/ 4.3 |
| Requirement 3 (b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. | ✓ Standard 1 - 1.4 ✓ Standard 3 - 3.4/ 3.5/ 3.6/ 3.9 ✓ Continuous Improvement - 1.1/2.1/3.1/4.1 |
| Requirement 3 (c) Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | ✓ Standard 1 - 1.4/1.5/ 1.6 ✓ Continuous Improvement - 1.1/2.1/3.1/4.1 ✓ Education and Staff Development - 1.3/ 2.3/3.3/ 4.3 |
| Requirement 3 (d) Feedback and complaints are reviewed and used to improve the quality of care and services. | ✓ Standard 1 - 1.4/ 1.5/ 1.6 / 1.8 ✓ Standard 3 - 3.4/ 3.5/ 3.6/ 3.9 ✓ Continuous Improvement - 1.1/2.1/3.1/4.1 ✓ Education and Staff Development - 1.3/ 2.3/3.3/ 4.3 |