

## SOME FEEDBACK PROCESSES USED IN AGED CARE HOMES

Some ways in which residents / representatives (their relatives or carers) can participate in feedback as part of the quality assurance process of the home include:

- participating in Residents' Meetings /Groups / Committees;
- completing questionnaires, surveys and interviews;
- reporting your observations;
- using checklists;
- keeping diaries;
- participating in focus groups to discuss particular issues, e.g. quality of your meals;
- discussing your needs with staff and ensuring the information is entered into your Care Plan;
- discussing with staff your level of satisfaction with the care provided and the physical state and condition of the home;
- participating in interviews with management and / or administrators when entering, living in or leaving a home;
- using suggestion boxes;
- participating in any other written feedback systems;
- completing consumer evaluation / satisfaction forms;
- participating as a Board member of the home;
- liaising with staff and management as a volunteer;
- writing letters to management;
- writing to local publications, 'in-house' newsletters and external newsletters.

## COMPLAINTS MECHANISMS AND OTHER WAYS OF PASSING ON FEEDBACK

A complaint is simply a request for assistance regarding a problem.

Complaints are a quality assurance measure enabling a home to improve its work practices.

You have the right to provide direct and honest feedback about the service you receive without fear of retribution.

The management of the home should actively seek feedback from you on all aspects of the services provided.

Information about both internal and external complaints processes should have been given to you upon entry to the home. Details could include contact people and phone numbers and steps to take. (See fact sheets on Making a Complaint and How to Raise Complaints Effectively)

In addition, residents / representatives have a right to request a copy of the home's policy for handling complaints at any time.

You have the right to have your concerns handled promptly, fairly, confidentially and with respect.

You have the right to access an advocate of your choice at any time. Your advocate might be a family member, friend or someone from an independent advocacy agency.

### Contact ERA

Phone: (03) 9602 3066, 1800 700 600

Email: era@era.asn.au

Mail: Elder Rights Advocacy  
Level 2 – 85 Queen Street  
Melbourne VIC 3000

Website: www.era.asn.au

# Empowering older Victorians

Elder Rights Advocacy is the registered business name of Residential Care Rights Inc. (ABN 63 367 539 827) which is part of the National Aged Care Advocacy Program - an Australian Government Initiative.

Note, the information in this fact sheet is general information about the law in Victoria— it is not legal advice.

© Residential Care Rights Inc. February 2007