

Feedback and Incident Handling FAQ

We collect feedback from our clients and staff to learn from the events, improve services to clients and to improve clients outcomes.

We value your Feedback and we welcome both Complaints (so we can fix them and build a better service for you) and Compliments (so we can pass them on to staff) from you.

There are several ways you can do this. The Feedback page at subeenewlake.com.au has an online form, or you can download the feedback form. You can post your form or call or email using any of the contact details below.

In all instances your communication will be treated with confidence and respect. And we will endeavour to resolve your issue quickly and let you know the outcome of our review.

Who can send feedback?

We accept feedback from any member of staff, our clients, potential clients, or other service providers. Any member of the community can provide us with feedback.

How do we collect feedback?

We collect feedback via the *Feedback Form* on the *Feedback* page of our public website. These forms are downloadable or can be submitted online. We also accept feedback from email, surveys, and verbally on the phone or in person or mail it to either of the addresses below.

Is it confidential?

Feedback is treated confidentially and can be submitted anonymously. Information is only shared on a need to know basis, with staff who need to assist with resolution or continuous improvement. It is ALL acted on without prejudice and in good faith, regardless of the content.

While we do accept anonymous feedback, we can only provide resolution or reply, to feedback submitted with the contact details of those providing it.

Compliments or Complaints?

These are expressions of satisfaction and are given when expectations are exceeded. Can be about exemplary conduct, such as commitment, efficiency, accessibility and responsiveness of an employee.

Complaints are expressions of dissatisfaction. They could be about level of quality of service, bad conduct or issues negatively affecting the delivery of service.

What are Incidents?

Incidents are any event which is a deviation from normal procedure. It is an event which requires resolution. It may result in injury (minor or major) or even death or result in damage to property.

How do we handle Incidents at Subee Newlake?

If a manager receives a complaint, they must decide if it is also an Incident. All feedback is passed to the relevant, responsible senior Staff Member.

If this manager believes this feedback needs to be escalated to become an Incident, and it is then handled by our Senior Management team.

We record any Incidents which may occur and we have an *Internal Incident Procedure* to follow - which will always result in a resolution. This resolution is delivered to the stakeholder in writing. If the person giving the feedback is not happy with the resolution, we are able to advise the person which other appropriate agencies can address their concerns regarding any Incident or resolution.

Improvement through feedback

We are externally audited regularly to maintain our accreditation to provide services. Our Incident Reporting procedures are an important aspect of maintaining quality systems and continuously improve.



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