

# Feedback

## (Complaints, Compliments & Suggestions)



This policy explains what Feedback means, why it is important, and how to provide feedback to Juniper.

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Feedback means providing helpful information, such as:

- Giving Juniper a compliment
  - Making a suggestion for improvement
  - Making a complaint
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Giving a compliment means saying something positive about Juniper and what we are doing well.

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Making a suggestion means having an idea about what Juniper can do different or better and telling us about it.

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Making a complaint means telling Juniper that you are unhappy about something, and you think we should know.

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Juniper encourages and welcomes all customers and their representatives to provide feedback because it helps us to improve our service and safeguard the people we support.

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There are many ways to provide feedback, such as:

- In person
  - Over the phone
  - Email/Survey
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Juniper also has Feedback forms.

- For Residential customers, these are available at every residential home (usually in foyer or the activity room). You can fill out a feedback form and place it in the feedback/suggestion box.
- For Home Care customers, you will find a form in your customer file.
- For Retirement Living customers, these are available in a communal space in your village. Your co-ordinator will be able to tell you the location.

If you need support, please ask a Juniper staff member to help you.



Please tell Juniper if you need:

An interpreter – someone who speaks your language.

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Or information in a different format, such as Sign language or audio described.

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After Juniper receives feedback, we will let you know within 2 days that we have received it.

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Juniper will keep a record of your feedback and will:

- Pass on compliments to Juniper workers
  - Consider your suggestion/idea for improvement
  - Investigate your complaint
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All complaints received are kept private. Only the people involved in the complaint will be made aware.

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If a complaint can be fixed easily, Juniper workers may be able to fix the problem quickly.

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If the complaint can't be fixed easily, it may need to be investigated and further action taken. This can take up to 14 days (sometimes longer). If this happens, Juniper will:

- Make sure you know what is happening and when
- Who is involved and,
- What action Juniper will take to fix the problem and/or prevent it from happening again.



If you would like help or support to make a complaint, you may like to speak with an advocate.



Please contact Juniper if you would like more information about Feedback or you would like to view this information in another format (way):

- Phone 1300 313 000
- Online <https://www.juniper.org.au/contact-us/juniper-feedback>
- Speak to us in person



You can also contact the Aged Care Quality and Safety Commission on 1800 951 822 or by visiting their website: [www.agedcarecommission.gov.au](http://www.agedcarecommission.gov.au)

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Or you may also contact the National Disability Insurance Scheme (NDIS) Commission on 1800 035 544 or by visiting their website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

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Or you may contact The Health and Disability Services Complaints Office on 1800 813 583 Or by visiting their website: [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)

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If you require information or assistance from advocacy services, you can visit these websites:

- ✓ <https://www.myagedcare.gov.au/advocacy>
  - ✓ <https://opan.org.au/>
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