

Policy Purpose:

We value your feedback

At Your Side Australia, we believe that listening to you helps us improve our services. Whether you have a suggestion, a compliment, or a complaint, we're here to listen and support you.

How you can share your thoughts

You can share feedback in many ways:

- Talk to any staff member
- Fill out a feedback form
- Send us an email or call us on 1300 134 332 or customercare@yourside.org.au
- Use our online feedback form at <https://yourside.org.au/feedback>

What happens when you give feedback

We take all feedback seriously. Here's what you can expect:

- We'll acknowledge your feedback quickly
- We'll look into the issue fairly and respectfully
- We'll keep you informed throughout the process
- We'll work with you to find a solution

Your rights and support

You have the right to:

- Be heard and respected
- Stay anonymous if you prefer
- Have someone support you during the process
- Escalate your complaint if you're not satisfied

Thank you!

Your feedback helps us grow and serve you better. Thank you for helping us improve.

Policy Principles:	Use of these policy and procedures should be guided by Your Side's Core Values:- Customer Focus – We recognise that the support and assistance we provide is critical to the wellbeing and independence of our clients. We respect their choices as individuals, and we understand and accept our responsibility to be mindful and responsive to their needs. Reliability – We deliver reliable service outcomes to our clients, our service delivery partners, our funders and the community as a whole. Integrity – We act honestly, consistently and transparently with one another and in the best interests of our clients and our funding bodies at all times. We are accountable for our actions and understand their importance to our clients and the community. Quality – We encourage innovation and improvement. We provide consistent quality leadership and financial efficiency. We are future focused and continue to develop our knowledge and skills to ensure that Your Side is sustainable and effective into the future.
Definitions:	Client: any person or organisation that uses, or wants to use, a service, product, or information from Your Side. This can also include someone who speaks or acts on behalf of the person receiving the service, like a family member, carer, or advocate. Feedback: anything you tell us about your experience. It might be:

	• A complaint: when you're unhappy with something we did or didn't do. You might want us to fix it or explain what happened. • A suggestion: an idea you have that could help us improve. It might be something new we could offer or a better way to do things. • A compliment: when you tell us something nice about our service. For example, if you liked how someone helped you or how quickly we responded. • A question or request.
Responsibilities:	All staff at Your Side are here to help you if you want to give feedback or make a complaint. They will: • Listen to you • Support you through the process • Help you understand what to do next
Forms & Documents:	Feedback - Your Side
Legislation:	Strengthened Quality Standards Aged Care Quality and Safety Commission Aged Care Act 2024
Quality Service Standards:	Strengthened Quality Standards Aged Care Quality and Safety Commission • Standard 1: The person • Standard 2: The organisation • Standard 3: Care and services • Standard 4: The environment • Standard 5: Clinical care