

OTHER SERVICES PROVIDED BY THE BNC

- District Nursing
- Home and Community Care
- Respite
- Palliative Care
- 24 hour per day Emergency Dept.
- Planned Activity Group Services.
- Case Management
- Health Promotion.
- Gymnasium.
- Stop Smoking programs
- Exercise classes
- Community Development
- Meals on Wheels
- Out Patients
- Equipment Hire.
- Health Assessment
- Health Education
- Physiotherapy
- Child and Maternal Health
- Occupational Therapy (by apt)
- Podiatry
- Practice nursing services
- General Practice
- Nurse Practitioner
- Counsellor
- Hypnotherapist
- Clinical Social Worker



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WALWA BUSH NURSING CENTRE

COMPLAINTS AND FEEDBACK



02 6037 1220

COMPLAINTS

POLICY

A complaint is any expression of dissatisfaction received by the Bush Nursing Centre. There are numerous sources of complaints including patients and clients, their family/significant others, other service providers, interested community members, professional groups, funders etc.

Complaints may be related to any aspect of the agency operations and include issues of access to services that may or may not be provided by the agency.

We are committed to continually improving the way we provide services. To achieve this, the health service recognizes the need to encourage suggestions and feedback as well as expressions of dissatisfaction from our patients, clients, relatives and the community in general.

We believe that complaints are an opportunity to review systems and processes to improve the quality of the services we provide.

If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly.

All complaints will be listened to, and no complainant will be discriminated against in any way.

WHO SHOULD COMPLAIN

If you feel you have been denied access to service or treated in a manner that has caused you distress, a mistake has been made, or you have a suggestion on how we might improve our service, you are encouraged to let us know.

HOW TO COMPLAIN

The BNC has a designated complaints officer. This person is Sandi Grieve. All complaints should be directed to this person either in writing or verbally.

If this avenue of making a complaint is inappropriate, please speak to either Meredith Haugen or Penny McLeod (Board of Management) to arrange for an alternative contact.

However, please keep in mind that the Board of Management have purely a governance role. Thus, they will only be able to provide you alternate contacts, rather than specifically dealing with the complaint themselves. This will also be the case with complaints made to staff members. All staff members will direct you to the complaints officer, or support you to make a complaint to the complaints officer, but will be unable to directly resolve or respond to your complaint.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with;

Health Complaints Commissioner (HCC)

go to www.hcc.vic.gov.au or ph: 1300 582 113

Or alternatively contact;

Australian Health Professionals Registration Board
www.ahpra.gov.au or 1300 419 495

WHAT HAPPENS WHEN YOU COMPLAIN?

The BNC has a documented process for dealing with complaints. Initially, the complaints officer or their delegate will acknowledge your complaint as soon as possible following it's receipt. They will then arrange a time to speak with you to establish the nature of your complaint, and what you consider is an appropriate resolution. This discussion will also ensure you understand the internal processes for complaint handling, and the external processes available should a satisfactory resolution not be achieved.

WHAT HAPPENS NEXT?

Following initial discussions, the complaints officer will investigate your complaint and gather any information that may be relevant.

You will be kept informed of any outcomes of the investigation.

The complaints officer will then work with you toward an outcome that is acceptable to both yourself and the agency.

It may be necessary to change the way we do things to ensure the reason for your complaint is avoided in the future.

WHAT HAPPENS TO THE RECORD OF YOUR COMPLAINT?

A complaints register is maintained at the BNC. This includes a record of the complaint, discussions with the complainant, results of investigations and the outcomes. This record is kept for 7 years. This complaints register is treated with strict confidentiality. Only the complaints officer or their delegates have access to it. The Board of Management is provided with a summary of major complaints and incidents and their outcomes, however, this is done in an entirely confidential manner.

COMPLIMENTS

Compliments are just as important as complaints. They let us know when we have done well, so that we can ensure good practice is embedded and becomes part of our day to day service.

If you have received particularly good service at the BNC, please let us know either by talking or writing to Sandi Grieve.

The Walwa Bush Nursing Centre can provide access to a phone interpreter service should you need it.