



Your Feedback Matters at Sacred Heart Mission

Feedback leads to change.

At Sacred Heart Mission, we are committed to listening, learning, and improving. Whether you are a resident, participant, family member, or visitor – your feedback helps us deliver safe, respectful, and high-quality care.

Ways you can provide feedback

You can share your thoughts in the way that suits you best:

- Speak directly with any of our staff, for example, your support worker, nurse or care partner
- By phone, [\(03\) 8530 8300](tel:0385308300)
- Email us, shlocalreception@sacredheartmission.org
- Share feedback during care planning, resident/participant meetings, or surveys
- Ask for help from an advocate or interpreter – we'll support you to access these
- Contact the Elder Rights Advocacy (ERA) by phone 1800 700 600

We respect your right to remain anonymous. We will handle your feedback with care and confidentiality.

How we use your feedback

Feedback is used to understand what's working well and where we can do better. Where appropriate, we share learnings with staff in team meetings, quality forums which contributes to our continuous quality planning.

What happens when you give feedback?

Whether your feedback is positive or raises a concern, we treat it with respect.

- Acknowledgement within 3 business days
- Investigation by our team
- Updates throughout the process, especially if delays occur
- Open disclosure if something has gone wrong
- Continuous improvement

Protections for Whistleblowers

Whistleblower protections are a key part of the new Aged Care Act 2024. If you have serious concerns, you can make a protected disclosure. You have the right to:

- Be protected from retaliation
- Have immunity from consequences of disclosure
- Anonymity
- Confidentiality
- Legal remedies available

A full version of the Whistleblower Policy and Feedback, Comments and Complaints Procedure can be viewed on the Sacred Heart Mission website sacredheartmission.org.

NEED MORE SUPPORT?

If you're not satisfied with our response, you can:

- Request a review from our aged care management team
- Escalate to the Aged Care Quality and Safety Commission (ACQSC) on 1800 951 822
- Make a complaint directly to ACQSC, by scanning the QR code.

