

What Can I Do If I'm Not Satisfied?

If you are not satisfied with the way your complaint has been handled or wish to appeal the outcome of your complaint, you can ask for the decision to be reviewed by a more senior Manager.

If you don't want your complaint reviewed by us or we are unable to resolve the issue, you can contact the following agencies:

- Aged Rights Advocacy Service
Phone: 8223 5377
- Aged Care Complaints Scheme
Free Call - Phone: 1800 550 552
- Disability Advocacy & Complaints Service of SA
Phone: 8297 3500

Compliments

We value compliments because they mean you have taken the time to tell us what you think we are doing well. They also give us the opportunity to recognise our staff and reward excellence.

We want to hear from you if you have a compliment about a staff member, a good service you received from us, our performance or the way we do our business - in fact, anything at all.

Suggestions

Your suggestions are important to us because it is your voice. Suggestions and comments help us to improve our services, do our business differently and improve staff performance.

You can provide compliments or suggestions in writing, in person or by phone. A feedback form is available on our website or by asking a staff member.

More Information

You can view or download this brochure and the following information from our website:

- Feedback Brochure
- Feedback Form

Home Care

**Level 1, 65 Henley Beach Road,
Mile End SA 5031**

t: (08) 8346 9155

f: (08) 8346 9766

e: homecare@aboriginalccsa.org.au

Elders Village

**2 Oldford Street,
Davoren Park SA 5113**

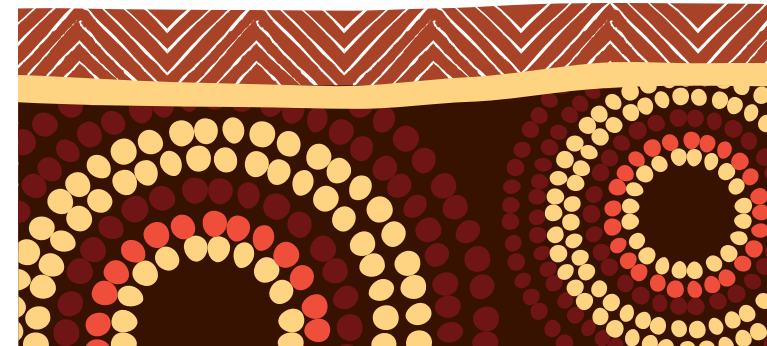
t: (08) 8287 1454

f: (08) 8287 1580

e: eldersvillage@aboriginalccsa.org.au

www.aboriginalccsa.org.au

Feedback
Tell Us What
You Think



TELL US WHAT YOU THINK – WE'RE LISTENING

Aboriginal Community Care SA is committed to improving our services to clients and the community, but we know things don't always go the way they should. Here you can find information about how to raise a concern and make a complaint.

Your suggestions and compliments are also welcome and can help us to address issues we might not know about and to improve services. We have also included information on how to share this feedback with us.

How Do I Make a Complaint?

- *In person:*
If it relates to Elders Village speak to a staff member or ask for one of the Managers.

If it relates to our community services talk to your Coordinator.
- *Ring us:*
Elders Village - 8287 1454
Home Care - 8346 9155
- *Write to us:*
Elders Village -
2 Oldford Road, Davoren Park, 5113

Home Care:
Level 1/65 Henley Beach Road,
Mile End, 5031

If you don't know who to address your complaint to, contact us and we can give you the name of the right person.

A feedback form is available on our website or by asking us.

You can make a complaint yourself or family members, friends or someone else can make a complaint on your behalf.

Complaints can be made about anything you are not happy with including care and support services you did not receive, services which were not helpful, safety issues, or about the behaviour of our staff.

You can get help from a staff member to make a complaint. Let us know what you

need. We can help with paper work or writing your complaint.

You can have an advocate or a support person to manage the complaint for you and speak on your behalf and attend meetings with you. This can be a friend, family member or someone else.

Who Else Will Know About My Complaint?

We will keep information confidential as far as possible and will only discuss the complaint with people who need to know about it.

How Will My Complaint Be Handled?

Some complaints can be sorted out very quickly but others take more time. We will let you know who is handling your complaint, what we are doing about your complaint and how long it will take.

If we can't sort out your complaint straight away, we will investigate the complaint and do our best to resolve it within 30 days.

We will keep you informed of the progress of your complaint and any decisions that are made will be explained to you.

You will not be disadvantaged or lose access to services because you have made a complaint. You have a right to complain and this is something we take very seriously.