

Feedback Fact Sheet

Your feedback is important

We encourage you to talk to us about the care and services we provide. Every compliment, suggestion and complaint we receive presents an opportunity for us to improve the service we offer. Feedback will be followed up.

We treat all feedback seriously and confidentially. You are treated fairly and without discrimination if you provide feedback. You can withdraw feedback that you have given, ask us how.

How to provide feedback

We encourage you to use the process outlined below to ensure that your feedback is acknowledged and receives an appropriate level of response.

Talk to the Clinical Leader or Registered Nurse on duty or choose one of the following options:

- Complete the paper-based form found in the 'We welcome your feedback' brochure available at sites and place it in the Feedback Box or give it to a staff member.
- Complete an online feedback form. This can be accessed at our website www.eldercare.net.au or scan the QR code below.



- 'Thank You' cards are also available at sites.

You can seek support from other services or ask us to do so on your behalf.

The **Aged Rights Advocacy Service (ARAS)** can provide you with information, support and advice regarding your rights. ARAS can also investigate complaints on your behalf.

P: (08) 8232 5377 or 1800 700 600 (free call from country areas)

E: aras@agedrights.asn.au

W: www.sa.agedrights.asn.au

The **Translating and Interpreting Service (TIS National)** can help you communicate in over 160 languages other than English.

P: 131 450

Your feedback is important

We are committed to resolving complaints and restoring your trust and confidence in our services. We do this through an **open disclosure process**:

- Listening to your experience
- Acknowledging and actioning your concerns promptly
- Working together towards a resolution
- Keeping you informed of outcomes
- Learning to prevent it happening again.

If you haven't received a satisfactory or timely response. Please contact us:

E: feedback@eldercare.net.au

P: (08) 8291 1000

You can also contact the **Aged Care Quality and Safety Commission** to help if you're concerned about the care or services you (or any older person) are receiving:

P: 1800 951 822 (free call)

E: info@agedcarequality.gov.au

W: www.agedcarequality.gov.au