

How to Give Feedback or Make a Complaint

At Julia Creek Home Care, we welcome feedback from you, your family, friends, carers, or an advocate. Your feedback helps us understand what's working well and where we can improve our services.

You or Your Advocate Can:

- Speak with any staff member
- Phone Community Care 07 4746 7166
- Complete a Complaint and Feedback form
- Email hacc@mckinlay.qld.gov.au

If you prefer, you can use an interpreter when contacting us. You can also make a complaint anonymously, using one of the methods detailed above.

You also have the right to make a complaint via the Complaints Commissioner at the Aged Care Quality and Safety Commission, or seek the support of an Aged Care Advocate.

Aged Care Quality and Safety Commission

Raise a complaint with the Complaints Commissioner

 1800 951 822

 www.agedcarequality.gov.au

 GPO Box 9819, in your capital city

Aged Care Advocacy Services

Older Persons Advocacy Network (OPAN)

 1800 700 600

 www.opan.org.au

To withdraw a complaint, contact our centre on 07 4746 7166. We may request that you put your withdrawal in writing.

What You Can Expect

When you give feedback or make a complaint to Julia Creek Home Care Services, here's what you can expect:

- You have the right to give feedback or make a complaint at any time.
- We will ensure procedural fairness, which means we will take your concerns seriously, respond fairly and promptly, and make sure you continue to feel comfortable receiving your services.
- We will communicate with you about your feedback (unless you make your feedback anonymous).
- If the feedback involves a person who receives services from us, we may need to engage with that person about the feedback.
- You will not be treated negatively or differently, victimised or lose your service for making a complaint.

We may need to discuss your complaint with others. In rare cases, we may need to share information without your consent if the law allows it, or if someone is at risk of serious harm or if a criminal offence may have occurred.

If you feel your complaint has not been resolved, you can contact the Director of Corporate and Community Services.