

Client Information

Feedback and Complaint Resolution



West Coast Homecare

We welcome your feedback about the home care provided to you. Feedback is an important way for us to understand, and endeavor to resolve, any issues or concerns you may have and improved the quality of our service. You are welcome to raise any concerns with our staff or the staff of a third-party service provider, as applicable. We believe our Co-ordinators are the best people to assist you. If you would like information about our services or are unsure about something we encourage you to contact our office.

You can send an email to feedback@westcoasthomecare.com or call 08 86822177.
If we can't help you, we will try to refer you to someone who can.



Compliments

If you would like to compliment our organisation or staff, we will ensure that the staff and or Board of Management receive your valuable feedback.

Our complaints resolution procedure

Under the Aged Care Act and National Disability Insurance Scheme Act 2013 and Disability Act 1993, we are required to have a complaints resolution procedure and to tell you about it. The West Coast Homecare Complaints resolution Policy and Procedure is in the Consumer Service Agreement in Schedule 1 or on our website www.westcoasthomecare.com

Making a complaint

- In person - speak to the Program Manager or CEO at West Coast Homecare 4 Eyre Street, Port Lincoln 5606
- By Phone - 08 86822177 and speak to the relevant Program Manager
- In writing to West Coast Homecare, PO Box 881 Port Lincoln 5606
- By emailing us at: feedback@westcoasthomecare.com

What Happens when you make a complaint?

West Coast Homecare will resolve your complaint as quickly as possible, our Complaints Procedure requires that we:

- take immediate action where there appears to be a high risk of harm, neglect or abuse
- aim to acknowledge complaints within 3 business days of receiving the complaint
- aim to resolve complaints within 30 days of receipt
- we will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

When we contact you to talk to about your complaint we may ask you to provide more information to help us understand the nature of your complaint. Complaints can be resolved in many ways and the person who is handling your complaint can provide you with information about how similar complaints have been resolved.

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What if you think a decision made by West Coast Homecare about you is wrong?

If you are dissatisfied with the outcome of your complaint you can ask for the CEO or Board to review the complaint and how it was handled. After this, if you are still not satisfied, you may seek assistance from:

Aged Care service recipients:

Aged Care Quality and Safety Commission

Telephone 1800 951 822

Web: www.agedcarequality.gov.au

In writing – Aged Care Quality and Safety Commission
GPO Box 9819, Adelaide 5000

Age Rights Advocacy Service Inc (ARAS)

- Telephone 1800 700 600
- [Web: www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au) email: aras@agedrights.asn.au
- In writing - ARAS
PO Box 7234. Hutt Street SA 5000

National Aged Care Advocacy Line 1800 700 600

NDIS Service Recipients:

NDIS Quality and Safeguards Commission

- Telephone 1800 035 544
 - [Web: www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints)
 - In writing – National Disability Insurance Agency
GPO Box 700. Canberra ACT 2601
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HACC Under 65 service recipients:

Health and Community Services Complaints Commissioner

- Telephone 1800 232 007 (toll free from Country SA Landline)
 - Fax 08 8226 8620
 - [Web: hcsc.sa.gov.au/contacts](http://hcsc.sa.gov.au/contacts)
 - In writing – Health and Community Services Complaints Commissioner
GPO Box 199. Rundle Mall. S.A. 5000
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Other Services

Commonwealth Ombudsman

- Telephone 1300 362 072 (Complaints)
 - Telephone 1800 060 789 (Indigenous Line)
 - Web: <http://www.ombudsman.gov.au/making-a-complaint>
 - In writing – Commonwealth Ombudsman
GPO Box 442. Canberra 2601
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If you are deaf or have a hearing or speech impairment call 1800 555 677 (National Relay Service) & ask for 1800 951 822.

If you need an interpreter: call 131 450 (Translation and Interpreting Service) and ask for 1800 951 822.

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West Coast Homecare

Date:

What would you like to tell us?

Compliment

Suggestion for improvement

Complaint

Other

Name of person receiving service (optional)	
Name of person completing form and relationship to client (optional)	

Please provide your feedback

Return this form by post to:
West Coast Homecare – Feedback
4 Eyre Street Port Lincoln SA 5606 or email feedback@westcoasthomecare.com