

*We value
your feedback*



helpinghand.org.au



Helping Hand
new aged care

We value your feedback
– help us improve our
care services.

Helping Hand staff are committed to providing safe, professional, high quality care services.

Your feedback could make us aware of problems we don't know about, so we want to hear from you.

You may be satisfied with the way we provide a particular service, or you may have a concern. We would like to hear your suggestions or comments on any issues that impact you.



*What you can do and what
to expect*

To improve the service that we provide we need to hear your comments regarding anything that affects the quality of service and care that you receive.

If you have a suggestion, compliment or complaint we invite you to speak with staff or the manager. Your views are extremely important to us.

We will respond as soon as possible and inform you of how we are acting on your feedback. All information related to your feedback will be treated confidentially, with respect and sensitivity. We will work with you to find the best way to respond to your feedback.



If you have any concerns

Please speak to a Helping Hand staff member first to see if the issue can be resolved straight away. Please remember that in most instances complaints can be resolved promptly simply by talking to staff. You may also approach the manager and they will do all they can to resolve the matter to your satisfaction.

You may seek independent advice from external advocates such as:

Aged Rights Advocacy Service

08 8232 5377 or 1800 700 600
sa.agedrights.asn.au

Aged Care Quality and Safety Commission

1800 951 822
agedcarequality.gov.au

Your feedback

Nature of your feedback

- Compliment Complaint
 Suggestion Other _____

Date _____

My feedback is about

- Home and Community Services
 Resident Care Retirement Living
 Other _____

Name of person receiving services

Site location/service being received

Please provide details of feedback
(please attach any further information to this form)

What would you like to happen?

Do you wish to be contacted with a response?

- Yes *(please provide your contact details below)*
- No

To make this easier we can provide access to

- An interpreter service *(specify language)*

- An advocacy service that can give you information on your rights and provide support

Your Details

First Name _____

Last Name _____

Address _____

Contact number _____

Thank you for your feedback. Please give this completed form to a staff member or post to:

Feedback
Helping Hand
PO Box 66, North Adelaide SA 5006

Or send us an email
feedback@helpinghand.org.au

T 1300 653 600

A Feedback

Helping Hand

PO Box 66, North Adelaide SA 5006

E feedback@helpinghand.org.au

helpinghand.org.au



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