



Helping Hand
new aged care

We value
your feedback





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 can you 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.

Nature of your feedback

Compliment Complaint Suggestion Other

Date

My feedback is about

Home and Community Care Resident Care Other

Name of person receiving services

Site location/service being received (please attach any further information to this form)

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Please provide details of feedback

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What would you like to happen?

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Please turnover to complete your feedback

First name

Last name

Address

.....

.....

Contact number



Do you wish to be contacted with a response?

- Yes (please provide your contact details)
- 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

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

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

Aged Care Complaints Scheme
1800 550 552

**Health and Community Services
Complaints Commissioner**
08 8226 8666
Country callers SA 1800 232 007



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T 1300 653 600

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