

Your voice matters



Helping Hand

Complaints, feedback and whistleblowing

At Helping Hand, we want to provide the best care possible. Your feedback helps us improve. You can:

Give feedback tell us what is working well or what could be better.

Make a complaint let us know if something has gone wrong.

Make a whistleblower report if you believe we have broken the law under the Aged Care Act.

Complaints and Feedback

How to give feedback or make a complaint

Anyone can do this - residents, clients, families, visitors or staff.

You can do it in person, via our feedback system TellTouch, by phone, by letter, by email, or online.

You can do it anonymously if you wish.

What happens next

We listen carefully and treat everyone fairly.

We keep what you tell us private (unless the law requires us to share).

We try to fix the problem quickly.

We will let you know the outcome, and why we made that decision.

If you don't want to tell us directly, you can contact the Aged Care Quality and Safety Commission.

Your rights

It's free to make a complaint or give feedback.

You won't be treated unfairly for speaking up.

Contact us to give feedback or a complaint

In person talk to a staff member

TellTouch use the TellTouch app or kiosk

Phone 1300 653 600

Letter Feedback at Helping Hand, PO Box 66, North Adelaide SA 5006

Email feedback@helpinghand.org.au

Online helpinghand.org.au/feedback

Whistleblowing

Sometimes, issues are more serious. You can make a whistleblower report if you believe Helping Hand or one of our workers has broken the law under the Aged Care Act.

Who can report

Residents or clients

Family members, carers or supporters

Staff members

Others who become aware of any wrongdoing

Who you can report to

Helping Hand via Stopline, details below

The Aged Care Quality and Safety Commission

The Department of Health and Aged Care

The police

An aged care advocate

Stopline, an independent and confidential service that investigates reports:

Phone 1300 30 45 50

Email makeareport@stopline.com.au

Online makeareport.stopline.com.au/portal/landing/helpinghand

Letter Helping Hand c/o Stopline Pty Ltd, PO Box 403, Diamond Creek VIC 3089

Your protections

You are protected by law when making a whistleblower report.

You cannot be punished, sued, or sacked for speaking up.

Your identity will be confidential if you ask.

Victimisation or threats will not be tolerated.

Need help understanding this information?

Contact us on 1300 653 600 or
feedback@helpinghand.org.au