








Complaints and Feedback Policy

When giving information to us under this policy you can tell us if you would like it to be handled as a complaint, feedback or as a whistleblowing disclosure. If you elect for it to be handled as a whistleblowing disclosure, we will follow our Whistleblowing Policy.

1 How to make a complaint or give feedback to us

Any person can make a complaint or give feedback to us about our funded aged care services by any of the following means:

					
<p>Use our portal</p> <p>Scan the code below to submit your feedback</p> 	<p>Talk to us in person</p> <p>Speak to any of our staff or the manager in your area</p>	<p>Talk to us by phone</p> <p>Call us on 02 60604000 and ask to speak with the manager on site</p>	<p>Use a feedback form</p> <p>Complete a form and drop it in the feedback box at any of our locations</p>	<p>Send us a letter</p> <p>Addressed to: The Facility Manager; or The Home Care Services Manager</p> <p>at 10 Somerset Drive Albury NSW 2640</p>	<p>Send us an email</p> <p>Addressed to: The Facility Manager; or The Home Care Services Manager</p> <p>at info@lactalbury.com</p>

Anonymous complaints or feedback can be made, however our ability to investigate them may be limited.

We manage the complaints and feedback in accordance with our complaints and feedback management system.

2 Access to advocates, language services and other assistance

Advocacy

- The National Aged Care Advocacy Program (NACAP) provides free, confidential, and independent advocacy support to aged care consumers and their families.
- NACAP is delivered by the Older Persons Advocacy Network (OPAN), with locations in each state and territory.
- To find out more, visit the OPAN website or call 1800 700 600.

Interpreter or Translation Services

- If you need an interpreter, or require this document translated, just ask us and we can arrange for this to be provided
- Interpreters are available via phone and in person.

National Relay Service

- If you are hearing or speech impaired you can contact us through the National Relay Service.
- TTY users: phone 1800 555 677 then ask for our number 02 6060 4000
- Speak and Listen users: phone 1800 555 727 then ask for our number 02 6060 4000
- Internet relay users: go to <https://nrschat.nrsconnect.gov.au/nrs/internetrelay> and enter our number 02 6060 4000.

3 How we resolve complaints

We aim to resolve each issue raised in the complaint by taking appropriate action in relation to the issue as soon as practicable after receiving the complaint.

Our resolution approach:

- (a) takes into consideration the nature of the issue;
- (b) considers each individual to whom we deliver funded aged care services who is directly affected by the issue;
- (c) seeks to address the issue(s) raised in the complaint; and
- (d) will contribute to the continuous improvement of our delivery of funded aged care services.

We will tell you the outcome of the complaint and the reasons for the outcome. If the complaint was made by someone on your behalf, we will tell them and you the outcome of the complaint and the reasons for the outcome. If the complaint was made anonymously, we will not be able to communicate the outcome.

We will take reasonable steps to tell the relevant person how the complaint may also be made to the Complaints Commissioner.

4 How we respond to feedback

Unless the feedback was given anonymously, we will consult with the person who gave the feedback, the relevant Individual and the individual's supporter (if any and with the individual's consent).

We will take reasonable steps to tell the relevant person how the feedback may also be given to the Complaints Commissioner.




5 No victimisation

We will take reasonable steps to ensure that the person who made the complaint or gave the feedback, or on whose behalf the complaint was made or the feedback was given, is not adversely affected as a result of the making of the complaint or the giving of the feedback.

We will take reasonable steps to ensure that no individual to whom we deliver funded aged care services who is affected by an issue raised in the complaint or feedback suffers any detriment, victimisation or reprisal as a result of the making of the complaint or the giving of the feedback.

6 How to make a complaint or give feedback to the Complaints Commissioner

You can contact the Complaints Commissioner to give feedback or make a complaint about our funded aged care services:

				
<p>Lodge a form online</p> <p>Access the online complaint form at www.agedcarequality.gov.au/making-complaint/lodge-complaint</p>	<p>Talk to the Commissioner by phone</p> <p>Call the Complaints Commission on 1800 951 822 (free call)</p>	<p>Send the Complaints Commission a letter</p> <p>Addressed to: Aged Care Quality and Safety Commission GPO Box 9819, in your capital city</p>	<p>Access an interpreter</p> <p>If you need an interpreter you can phone the Translating and Interpretation Service on 131 450 and ask them to put you through to the Aged Care Quality and Safety Commission on 1800 951 822.</p>	<p>Use the National Relay Service</p> <p>TTY users phone 1800 555 677 then ask for 1800 951 822.</p> <p>Speak and listen users phone 1800 555 727 then ask for 1800 951 822.</p> <p>Or connect online at https://internet-relay.nrs.gov.au/ and enter 1800 951 822.</p>

7 Further Information

If you require assistance in understanding this policy or if you require a translation of this document in order to understand it, please contact us by speaking with one of our staff or the manager in your area. You can also use any of the other methods listed in **1 How to make a complaint or give us feedback**.