WHAT WILL HAPPEN WITH MY FEEDBACK

Carinya Home values all feedback and welcomes compliments, suggestions and complaints to help us improve our services. Once completed, your feedback is processed through to the Quality Manager who will liaise with our senior team regarding your feedback.

Compliments and thank yous received will be communicated and shared with the work areas and/or staff members that the recognition was directed to.

Receipt of complaints and suggestions will be acknowledged within 3 business days and will detail the next steps we are taking. We aim to resolve all complaints within 14 days, with the initial investigation completed within 7 days.

If we are unable to resolve a complaint within 14 days, a senior team member will, prior to the end of the 14-day period, make contact to advise of the reasons for the delay and advise of the new target resolution date.

The following services are available for residents and their representatives to access support in providing feedback if required.

- Translating and Interpreting Services: https://www.tisnational.gov.au/
- National Relay Service (if you have a hearing or speech impairment): https://www.dss.gov.au/contact/national-relay-service

Our Complaints Handling Guide can be found on our website https://www.carinyahome.org.au/feedback or via reception upon request.

We are proud of CARINYA HOME

Our residents form the heart of the Carinya community. All we do is centred around their comfort and care. Our place is where loved ones are welcomed and residents enjoy all of life's possibilities. Welcome to Carinya Home.

TAKING FURTHER ACTION

If you wish to take further action or would like help understanding your rights, external services are available to help:

- Aged Care Quality and Safety Commission (ACQSC)
  https://www.agedcarequality.gov.au
- Older Persons Advocacy Network (OPAN)
  https://opan.org.au

HOW TO SUBMIT YOUR FEEDBACK FORM

Completed feedback forms can be placed in the feedback box located at main reception or handed to reception staff.

Alternatively, feedback may be submitted via email, mail or our website using the below details.

- admin@carinyahome.org.au
- PO Box 522, ATHERTON QLD 4883
- https://www.carinyahome.org.au

Feedback Form

Your Feedback

This form can be used to provide feedback regarding any service provided at Carinya.

My Feedback is a:

◯ Compliment ◯ Suggestion ◯ Complaint

I am a:

◯ Resident ◯ Family, Friend, Carer ◯ Staff

◯ Other please specify:_____

My Details are:

◯ I wish to remain anonymous

Mr / Mrs / Miss / Ms

First Name: _____

Last Name: _____

Address: _____

_____

_____

Email: _____

Phone Number: _____

Signature: _____

Date completed:_____

My Feedback is:

Regarding the information you have shared with us, do you have any Ideas on the changes you would like to see?

Office use only:
Date entered into ECase:

_____