

SERVICES AVAILABLE TO YOU

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

- Translating and Interpreting Services:
www.tisnational.gov.au
- National Relay Service (If you have a hearing impairment):
www.dss.gov.au

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



Contact us



(07) 4091 2177



1 Mazlin Street Atherton QLD 4883



admin@carinyahome.org.au



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.



Feedback Brochure



WHAT WILL HAPPEN WITH MY FEEDBACK

Carinya values and welcomes all feedback to help us improve our services. Once submitted, your feedback is processed through to the Quality Coordinator 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 being 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 reason for the delay and advise of the new target resolution date

HOW TO SUBMIT YOUR FEEDBACK



**Scan the QR Code to open
our feedback form**

Alternatively, feedback can be submitted via the following:

- Via email
- Speaking directly with staff
- Contacting our Director of Care in person or in writing
- Hard copy feedback forms

[Available on request]

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)
www.agedcarequality.gov.au
- Older Persons Advocacy Network (OPAN)
www.opan.org.au

