

Ozcare

Caring
for our
Community

Feedback

Your opinion matters



A Special Work of St Vincent de Paul Society Queensland

Welcome

Ozcare has been caring for our community for over 25 years. We support individuals with a range of aged care, retirement living, hospital, disability care, nursing, allied health and dementia advisory and support services.

Inspired by the Vincentian spirit, we are committed to our mission to support our clients to live their best lives through the provision of compassionate, professional and personalised, aged care, community and health services.

Your opinion matters to us. We value the feedback of all of our clients, their family members and representatives. All feedback is continuously monitored and acted upon as appropriate. Your feedback is welcome and will be treated with respect and sensitivity.

**We
value your
feedback**

Cover: Kate Fitzalan,
Customer Service Centre

Feedback Form

Your Contact Details

(This information is kept confidential)

Name

Address

Phone Mobile

Email

Details

- I wish to give a compliment to Ozcare
- I wish to make a complaint to Ozcare

What is the feedback about?

- An Ozcare employee An Ozcare facility
- Service delivery A specific incident
- Other

Name of Service

Location of Service

Details

.....

Please describe what action, if any, you would like Ozcare to take in relation to this matter

.....
Signature Date

Return this form to info@ozcare.org.au



**Call us
1800 Ozcare
(1800 692 273)
or visit
ozcare.org.au**

Statement of Commitment

Ozcare respects the rights of all individuals with whom it has contact and is committed to ensuring that Ozcare complies at all times with its obligations under the Privacy Act 1988 (Cth).

Client Rights

Ozcare believes that clients, as users of the service, and their families and carers have the following rights:

- To participate in all decisions regarding their care following appropriate discussion
- To be treated with dignity, respect and courtesy, and receive a high standard of care
- To be free from violence, exploitation, neglect, physical and sexual abuse, and financial and emotional misconduct
- To have confidentiality of records and reasonable access to their records
- To have the right to refuse the service at any time
- To receive information on advocacy services and how to access them
- To receive the name and qualifications of attending staff and to determine the entry of and care from visitors accompanying our staff
- To appeal where a decision is made to withdraw or to not provide a requested service, please use the Feedback Form overleaf

Feedback

Your opinion matters to Ozcare

All Ozcare clients and their representatives may offer compliments, raise concerns or make a complaint without any recrimination.

Many concerns can be resolved quickly and easily by speaking with local staff. If you do not wish to speak with local staff or they have not been able to deal with your concerns please complete this feedback form or alternatively contact:

Ozcare Group Manager Risk & Compliance

Phone 1800 Ozcare (1800 692 273)

Web ozcare.org.au

Write PO Box 912, Fortitude Valley Q 4006

Email info@ozcare.org.au

If you do not wish to take your complaint to Ozcare, you may contact other agencies such as:

Aged Care Quality and Safety Commission

Phone 1800 951 822 (free call)

Web agedcarequality.gov.au

Write Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City

Older Persons Advocacy Network (OPAN)

Phone 1800 700 600 (free call)

Office of the Health Ombudsman

Phone 133 OHO (133 646)

Email complaints@oho.qld.gov.au

NDIS Quality & Safeguards Commission

Phone 1800 035 544 (free call)

Web ndiscommission.gov.au

Aged and Disability Advocates Australia

Phone (07) 3637 6000 | 1800 818 338 (free call)

Email info@adaaustralia.com.au

National Relay Service & Interpreter

If you are deaf or have a hearing or speech impairment call 1800 555 677. If you need an interpreter call 131 450

Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2015)

