

Please let us know about a compliment, complaint or suggestion.



Need help?
1800 692 464

Care Connect values your feedback as a client. Hearing from you helps us learn more about ourselves, our strengths, weaknesses, and how they affect you. It will also assist Care Connect in providing the best possible experiences.

1. There are a few ways to provide feedback:

- Call: 1300 866 228
- Email: feedback@careconnect.org.au
- Website: www.careconnect.org.au/contact-us
- Complete the feedback form on the reverse side of this page and return it via post in the self-addressed envelope provided.

2. If you have a hearing or speech impairment or are deaf:

- TTY users phone 1800 555 677, then ask for 1300 866 228.
- Speak and Listen users phone 1800 555 727 then ask for 1300 866 228.
- Internet relay users connect to www.iprelay.com.au/call/index.aspx and then ask for 1300 866 228.

3. Do you need an interpreter?

- If you would like to speak to an interpreter when providing feedback, don't hesitate to get in touch with the Translating & Interpreting Service 131 450.

4. Are you unhappy with how your complaint was handled?

- Call Aged Care Quality & Safety Commission 1800 951 822.
- If you need an interpreter, call 131 450 and ask for 1800 951 822.
- Visit www.agedcarequality.gov.au

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Date: / /

Office or Service:

1.  **Are you happy with your service? Please let Care Connect know why.**

2.  **Do you have any suggestions to help Care Connect improve what we do?**

3.  **Are you unhappy with something? Please let Care Connect know.**

4.  **How would you prefer for this to be resolved?**

Your name: (optional) _____

- Please call me on _____ to provide further information.
- I would appreciate a response to my feedback.

PLEASE POST THIS FORM TO CARE CONNECT IN THE REPLY-PAID ENVELOPE SUPPLIED.

care connect

Life, made easier