

HOW TO MAKE A COMPLAINT

You are welcome to let us know about a problem in any way that suits you.

You may:

- If the matter concerns Client Services, speak directly to the relevant Key Contact or Service Coordinator, or to the Team Leader of the Client Service Area Team;
- Speak to a Senior Manager in the area of the organisation you have been dealing with;
- Contact the Coordinator, Organisational Improvement, Norwood Office;
- Contact the Executive Director at the Norwood Office;
- Write to us explaining the issue - a complaint form is available to guide you if you wish. Send your letter to any Domiciliary Care SA office or to:
Complaints
Domiciliary Care SA
PO Box 255
Kent Town SA 5071
- Contact one of the external bodies listed in this brochure to assist you to make the complaint.

CONTACT DETAILS

General Enquiries & Client Referrals:

8.30am to 5pm (Metropolitan Access Team)
Phone (08) 8193 1234 Fax (08) 8193 1201

Central Administration:

Norwood Office

18 Fullarton Road, Norwood SA 5067
Phone (08) 8132 6000 Fax (08) 8132 6060

Client Service Offices:

Elizabeth Office

Cnr Mark Road & Oldham Road,
Elizabeth Vale SA 5112
Phone (08) 8256 8500 Fax (08) 8256 8501

Hampstead Office

207-255 Hampstead Road, Northfield SA 5085
Phone (08) 8304 6200 Fax (08) 8304 6201

Netley Office

Building 2, 300 Richmond Road
Netley SA 5037
Phone (08) 8193 1234 Fax (08) 8193 1201

Noarlunga Office

Alexander Kelly Drive, Noarlunga Health Centre,
Noarlunga SA 5168
Phone (08) 8384 9277 Fax (08) 8382 6690

Park Holme Office

670 Marion Road, Park Holme SA 5043
Phone (08) 8277 3366 Fax (08) 8277 9028

Woodville Office

19-21a Belmore Terrace, Woodville SA 5011
Phone (08) 8440 6700 Fax (08) 8440 6701

Business Units:

Domiciliary Equipment Service

Phone (08) 8193 1232 Fax (08) 8193 1258

Manual Handling Australia

Phone (08) 8275 0768 Fax (08) 8372 0845

Therapy Solutions

Phone (08) 8256 8600 Fax (08) 8256 8601

Domiciliary Care SA

Complaints

Information for clients,
carers and customers

COMPLAINTS POLICY

Domiciliary Care SA believes that all clients, carers and other customers are entitled to be treated fairly and can expect high standards in their dealings with us. As a client, carer or customer you have a right to make a complaint if you are dissatisfied, and to have the matter handled well. We are committed to learning from complaints to improve and develop our services and business processes, and issues raised through complaints will be regularly reported to management.

WHAT YOU CAN EXPECT FROM US

We will handle your complaint:

- Promptly
- Sensitively
- Confidentially
- Fairly

To clearly understand what has happened that led to your complaint we will:

- Contact you within 24 hours to discuss the matter further with you;
- Seek information from all relevant people;
- Appoint a senior member of staff to review the information objectively and without bias.

We will then:

- Try to resolve the matter to your satisfaction, within reasonable limits, as quickly as possible;
- Propose a fair and reasonable response to the complaint and check this with you. Solutions may be influenced by many factors but you will be able to have a say about the outcome;
- Ensure that your current and future services are not affected by having raised a complaint.

NEED HELP?

We recognise that there are barriers that may make it difficult for people to provide negative feedback, such as:

- A lack of knowledge about what to do;
- Fear of being penalised for making a complaint;
- Concern about the consequences for a worker or staff member;
- Negative experiences in making a complaint in the past;
- Personal or social factors;
- Physical or mental impairment;
- Sensory impairment (vision, hearing, speech and writing difficulties); and
- Language or cultural issues.

We will do our best to reduce any barriers by encouraging a culture which welcomes feedback, provides appropriate supports such as interpreters, encourages the use of advocates and promotes a no-blame approach.

OTHER HELPFUL CONTACTS

If you wish to make a complaint but find it difficult for any reason, please ask for assistance from us or contact the following organisations:

Health & Community Services Complaints Commissioner

PO Box 199
Rundle Mall SA 5000
Phone: 8226 8666
Toll Free: 1800 232 007

Aged Rights Advocacy Service

45 Flinders Street
Adelaide SA 5000
Phone: (08) 8232 5377

MALSSA Inc. (Advocacy Disability Multiculturalism)

237 North Terrace
Adelaide SA 5000
Phone: (08) 8227 2066

Disability Advocacy & Complaints Service of SA Inc.

3/178 Henley Beach Road
Torrensville SA 5031
Phone: (08) 8234 5699
Freecall: 1800 088 325

Minister for Health

GPO Box 2555
Adelaide SA 5001
Phone: (08) 8463 6270

Minister for Ageing and Disability

GPO Box 2269
Adelaide SA 5001
Phone: (08) 8303 2926