



This package contains important information about Domiciliary Care SA and therefore I encourage you to take the time to read it and then keep it handy for reference. We have included information about:

- Domiciliary Care SA services
- Your rights and responsibilities
- Privacy
- How to make a complaint

This information package makes clear what you can expect from us. We value comments and feedback from the people we help so that we can learn how to improve our services. Please tell us what we do well and what we could do better. We encourage you to use the "Feedback from Clients and Carers" form enclosed.

If you would like to help Domiciliary Care SA you will be particularly interested in the "Invitation" form.

If you are concerned about any aspect of your care please talk to the Domiciliary Care SA staff members who help you.

With our home support and community-based services, Domiciliary Care SA is *Bringing Care Home* to assist you to maintain your health and involvement in the community.

Yours sincerely,

A handwritten signature in blue ink that reads "Jane Pickering". The signature is fluid and cursive.

Jane Pickering
Executive Director

**General Enquiries
& Client Referrals**

(8.30am - 5pm)
Metropolitan Access Team
Phone (08) 8193 1234
Facsimile (08) 8193 1201
ABN 31 423 564 991

Central Administration

Norwood Office
18 Fullarton Road
Norwood SA 5067
Phone (08) 8132 6000
Facsimile (08) 8132 6060

Client Service Offices

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

Hampstead Office
207-255 Hampstead Road
Northfield SA 5085
Phone (08) 8304 6200
Facsimile (08) 8304 6201

Netley Office
Building 2
300 Richmond Road
Netley SA 5037
Phone (08) 8193 1234
Facsimile (08) 8193 1201

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

Park Holme Office
670 Marion Road
Park Holme SA 5043
Phone (08) 8277 3366
Facsimile (08) 8277 9028

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

