

## What Can I Do If I'm Not Satisfied?

If you are not satisfied with the way your complaint has been handled or wish to appeal the outcome of your complaint, you can ask for the decision to be reviewed by a more senior manager.

If you don't want your complaint reviewed by us or we are unable to resolve the issue, you can contact the following agencies:

- **Aged Rights Advocacy Service (ARAS)**  
1800 700 600  
[www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au)
- **Aged Care Quality and Safety Commission**  
1800 951 822  
[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)
- **Disability Advocacy and Complaints Service of South Australia (DACSSA)**  
(08) 7122 6030  
[www.dacssa.org.au](http://www.dacssa.org.au)
- **Health and Community Services Complaints Commissioner**  
1800 232 007  
[www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)
- **SA Abuse Prevention Phone Line**  
1800 372 310  
[www.sahealth.sa.gov.au/adultsafeguardingunit](http://www.sahealth.sa.gov.au/adultsafeguardingunit)
- **NDIS Quality and Safeguards Commission**  
1800 035 544  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- **National Relay Service**  
[www.relayservice.gov.au](http://www.relayservice.gov.au)
- **Translating and Interpreting Service**  
131 450

## Suggestions

Your suggestions are important to us because it is your voice. Suggestions and comments help us to improve our services, do our business differently and improve staff performance. You can provide compliments or suggestions in writing, in person or by phone. A feedback form is available on our website, included in your Information Pack or by asking a staff member.

## More Information

You can view or download this brochure and more information relating to our feedback and complaints processes from our website.



### Head Office / Adelaide Metro / Regional South Australia

67 Henley Beach Road,  
Mile End SA 5031  
p: (08) 8346 9155 f: (08) 8346 9766  
e: [reception@aboriginalcs.org.au](mailto:reception@aboriginalcs.org.au)

### APY Lands

Amata: (08) 8956 7522  
Fregon: (08) 8954 6199  
Indulkana: (08) 8670 6098  
Mimili: (08) 8956 2951  
Pipalyatjara: (08) 8956 7764  
e: [apylands@aboriginalcs.org.au](mailto:apylands@aboriginalcs.org.au)

### Elders Village

2 Oldford Street, Davoren Park SA 5113  
p: (08) 8287 1454 f: (08) 8287 1580  
e: [aev@aboriginalcs.org.au](mailto:aev@aboriginalcs.org.au)  
[www.aboriginalcs.org.au](http://www.aboriginalcs.org.au)

# Feedback and Complaints

Tell us what you think



## Tell Us What You Think – We're listening

Aboriginal Community Services is committed to improving our services to clients and the community, but we know things don't always go the way they should. Here you can find information about how to raise a concern and make a complaint.

Your suggestions and compliments are also welcome and can help us to address issues we might not know about and to improve services. We have also included information on how to share this feedback with us.

## How Do I Make a Complaint?

### In person:

- If it relates to the Aboriginal Elders Village, speak to a staff member or ask to speak to the Residential Services Manager.
- If it relates to our community services talk to your Coordinator.

### Ring us:

- **Aboriginal Elders Village:** (08) 8287 1454
- **Adelaide Metro:** (08) 8346 9155
- **Amata:** 08) 8956 7522
- **Fregon:** (08) 8954 6199
- **Indulkana:** (08) 8670 6098
- **Mimili:** (08) 8956 2951
- **Pipalyatjara:** (08) 8956 7764
- **Regional South Australia:** (08) 8346 9155

### Write to us:

- **Aboriginal Community Services**  
67 Henley Beach Road, MILE END SA 5031
- **Aboriginal Elders Village**  
2 Oldford Street, DAVOREN PARK SA 5113

If you don't know who to address your complaint to, contact us and we can give you the name of the right person. A feedback form is available on our website or by asking us.

You can make a complaint yourself or family members, friends or someone else can make a complaint on your behalf. Complaints can be made about anything you are not happy with including care and support services you did not receive, services which were not helpful, safety issues, or about the behaviour of our staff.

You can get help from a staff member to make a complaint. Let us know what you need. We can help with paper work or writing your complaint.

You can have an advocate or a support person to manage the complaint for you and speak on your behalf and attend meetings with you. This can be a friend, family member or someone else.

## Who Else Will Know About My Complaint?

We will keep information confidential as far as possible and will only discuss the complaint with people who need to know about it.

## How Will My Complaint Be Handled?

Some complaints can be sorted out very quickly but others take more time. We will let you know who is handling your complaint, what we are doing about your complaint and how long it will take.

If we can't sort out your complaint straight away, we will investigate the complaint and do our best to resolve it within 30 days.

We will keep you informed of the progress of your complaint and any decisions that are made will be explained to you.

You will not be disadvantaged or lose access to services because you have made a complaint. You have a right to complain and this is something we take very seriously.

## Compliments

We value compliments because they mean you have taken the time to tell us what you think we are doing well. They also give us the opportunity to recognise our staff and reward excellence.

We want to hear from you if you have a compliment about a staff member, a good service you received from us, our performance or the way we do our business - in fact, anything at all.