

We welcome your feedback

Help us to improve our services and supports

Please write your feedback, including compliments, complaints or suggestions below

Date: ___ / ___ / _____

To hear back from us, please write your best contact

Name _____

Phone _____

Email _____

If your feedback is a complaint, what would you like to happen as a result of your comments?

- Improved access to service
- Apology
- Explanation
- Change in procedure or policy
- Brought to attention of department manager
- Not sure, I'm just registering my concern



Free access to interpreter.
Phone **131 450** and ask
them to call healthAbility.

When completed, you can

- Place in the Feedback box in reception
- Give to any receptionist or service provider
- Email it to feedback@healthability.org.au
- Phone **9430 9100** and ask to speak to our Quality team

Thank you for your feedback

Box Hill 43 Carrington Road, Box Hill VIC 3128 | **Eltham** 917 Main Road, Eltham VIC 3095

Other service locations Boronia, Nunawading and Wellington Road, Box Hill | **Email** contact@healthability.org.au

Phone (03) 9430 9100 | **Website** healthability.org.au | **Fax Box Hill** (03) 9898 8010 | **Fax Eltham** (03) 9431 0339

ABN 32 180 310 839

Frequently asked questions

What happens with my feedback once you receive it?

We will review your feedback within 5 days. If you have asked for a response, we will tell you we have received it within 5 days. We will then respond to your feedback within 28 days. If your feedback is more complex and will take longer to address, we will let you know.

Do I need to give my name?

No, you can choose to stay anonymous. If you would like a response from us, we will need your contact details.

If I give negative feedback, will this affect my care or treatment?

If you give negative feedback, your use of healthAbility services will NOT be affected. You also have the right to have an external advocate or other independent support to assist you with your feedback.

Is my privacy protected when giving feedback?

The information we collect will be used to respond to your feedback. Your feedback may be disclosed to third parties where it is required or allowed by law or where you have otherwise consented.

What if I am not happy with the response to my feedback?

You can contact (as relevant):

CEO of healthAbility 9890 2220

Health Complaints Commission on 1800 136 066 www.hcc.vic.gov.au

Aged Care Complaints Commission on 1800 550 552 www.agedcarecomplaints.gov.au.

Disability Services Commissioner on 1800 677 342 www.odsc.vic.gov.au

NDIS Quality and Safeguards Commission on 1800 035 544 www.ndiscommission.gov.au

Department of Social Services on 1800 634 035 www.dss.gov.au

If you're not happy you can call the Ombudsman's office on 1300 362 072.

More information

For more information please contact:

9430 9100