

Northern Health Aged Care Feedback and Complaints

We need your help to keep improving our care and provide you with a positive experience. We would like to hear about your experience so we can understand what we did well or what we could have done better. Your feedback can be a compliment, complaint or suggestion.

How can you share your feedback or complaint?

 Tell Us in Person

 Scan QR code:

 Call: Patient Experience Office
03 8405 2457



If you need help reporting your feedback

 Interpreters:

- TIS National on 131 450
- Aboriginal Interpreter Service (AIS) on 1800 334 944.

 Advocates:

- Older Persons Advocacy Network (OPAN) on 1800 700 600

There is no charge for using these services.

1



What happens to your complaint?

We will try solve it right away

- The staff member you speak with will try to understand your concerns and find a solution with you right away.
- If they can't help, they'll ask their manager for support.

2



We will look into it if needed

- If your concern isn't resolved, it will be sent to our Patient Experience Office.
- Let us know if you want to be involved in resolving your complaint.
- Patient Experience will review your feedback, look into your complaint, and talk to the staff involved.
- For serious matters, we have a team who review the situation to understand what happened and how we can prevent it from happening again.

3



We will let you know what we did

- Our Patient Experience Office will contact you with a response.
- This may include an apology for your experience, answers to your questions, and details on what we're doing to address your complaint.

4



If you are still unhappy

You can contact the Aged Care Quality and Safety Commission.

- Online at www.agedcarequality.gov.au/
- By Phone: 1800 951 822.

You will not be treated unfairly for making a complaint to the Commissioner. We respect your right to have your voice heard.