



Southern Cross Care
(Tasmania) Inc.

Older Person Feedback and Complaint Management Guide

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At Southern Cross Care (Tasmania) Inc. (SCC) we believe in helping you "live the life you want, where you want." To make sure we provide the best care and services, we need your feedback. This means telling us what you like and what we can do better. You can share your thoughts with us anytime.

This document will help you understand how to give feedback and our process for handling it. If anything is unclear, please talk to one of our workers, Team Leaders, or Facility Managers. They are here to help and explain things to you. Feel free to write down any questions you have to ask.

We also know that language should not stop you from getting the care you need. That's why we have translating services to help you communicate with us. If you speak a different language or find English hard to understand, just advise a worker. We will arrange for a translator to assist you with your appointments, care plans, and any other needs. Your comfort and wellbeing are very important to us, and we want to make sure you feel understood and supported.

How to Be Heard

Who	What/Why
Contact workers in the first instance	If you have any feedback or concerns, the first step is to talk to a worker. They are here to help you and listen to what you have to say.
Contact a manager	If talking to a worker does not resolve your issue, or if you feel more comfortable, you can speak directly with a manager. Managers are responsible for ensuring your concerns are addressed properly.
How to make a compliment	If you want to share something positive about the care or services you receive: <ul style="list-style-type: none">▪ verbally: tell any worker or manager▪ in writing: fill out our feedback form available at our homes, or on our website, or send an email/letter
What if I want to remain anonymous?	We offer multiple secure and confidential channels for submitting anonymous complaints including online forms, suggestion boxes and our office phone number.



	<p>We take all complaints seriously and report all complaints even if they are anonymous. The only consideration you have is that if you remain anonymous we are unable to provide you updates or outcomes as a result of our complaint management processes.</p> <p>If you lodge a complaint to our corporate team and request to be anonymous then we will not disclose your information to the service level team. Please tell us at the time of lodging your complaint if you request this, otherwise we assume all information is shared in order that we can contact you again.</p> <p>Alternatively, you can lodge your complaint with the Aged Care Quality and Safety Commission who are also well placed to handle anonymous complaints. The details are included in this guide.</p>
<p>How to give general suggestions</p>	<p>For general suggestions on how we can improve our services:</p> <ul style="list-style-type: none"> ▪ verbally: share your thoughts with any workers ▪ in writing: use our feedback forms, go to our website, email us, or write a letter.

How to Make a Complaint

Please note we offer a range of different ways you can make a complaint at SCC:

Residential Care	Home Care
Fill in the form and give it to the care worker/nurse	Fill in the form and give it to the home care workers
Fill in the form and place it in the secure post box for the manager	Fill in the form and mail it to the office

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Residential Care	Home Care
or mail it to Confidential: Attention to Quality Team 85 Creek Rd New Town Tas 7008	Confidential: Attention to Quality Team 85 Creek Rd New Town Tas 7008
Ask to meet the manager	Ask to meet the General Manager Home and Community Services or Team Leader Phone your Regional office: South: 6185 0700 – Hobart North: 6351 5151 – Launceston Northwest: 6454 0020 – Devonport 61850722 - Burnie
Email: feedback@scctas.org.au	Email: hcs@scctas.org.au
Phone Head office: 61461800 Ask for General Manager Care and Clinical Services, the Regional Manager North or South or CEO	Phone Head office: 6146 1800 Ask for General Manager Care and Clinical Services, the Executive Manager of Integrated Services or CEO

What to Expect When You Raise a Complaint

When you raise a complaint, we will:

- Receipt / Acknowledgment:** we will receive and acknowledge your complaint within 48 hours.
- Assess:** a Complaint Manager will be assigned to handle your case and we will assess your complaint thoroughly
- Plan / Investigation:** we will plan and investigate the issue thoroughly and keep you informed along the way.
- Respond:** we aim to resolve complaints quickly and inform you of the outcome.

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5. **Follow Up:** we will seek your feedback on how you feel your complaint was managed/resolved
6. **Consider / Improvement:** you will be informed about what actions were taken.

We believe in being open and honest and we will communicate openly, using your preferred method of communication, about what the process involves, what we are doing to resolve it, what went wrong and how we plan to fix it.

If you wish to report serious issues anonymously:

- fill in the complaints form and leave your name and contact details off the form
- use our confidential whistleblower hotline 1800 836 799. Be assured that there will be no retribution for raising concerns.

If you need help raising a concern, please contact the advocacy services below. They can provide support and represent your interests.

Advocacy Resources

Advocacy Tasmania

Advocacy Tasmania is funded by the Older Person Advocacy Network (OPAN) to support senior Tasmanians and their Substitute Decision Maker / Nominee to effectively access and interact with Commonwealth-subsidised aged care services and have their rights protected.

You can call Advocacy Tasmania on Freecall 1800 005 131 or (03) 6224 2240 or visit advocacytasmania.org.au

Older Persons Advocacy Network (OPAN)

The OPAN supports senior Australians and their Substitute Decision Maker / Nominee to effectively access and interact with Commonwealth-subsidised aged care services and have their rights protected.

You can call OPAN on 1800 700 600 or visit open.org.au

Referral to other Relevant Organisations

The Aged Care Quality and Safety Commission

Aged care services should suit your needs and meet the [Aged Care Quality Standards](#). The Standards ensure that everyone using aged care is treated with dignity and respect.

Making a complaint can improve the quality of care and help other people with the same problem. You can make a confidential or anonymous complaint if you wish.

Raising concerns is safe and easy. If you need you can contact the Commission and raise a complaint. they receive complaints about:

- people who use aged care
- family, friends, representatives and carers of people who use aged care
- aged care workers and volunteers
- health and medical professionals.

For more information:

agedcarequality.gov.au/contact-us/complaints-concerns/what-do-if-you-have-complaint

Call 1800 951 822

Call 1800 8/44 044 (Food, Nutrition and Dining Enquiries)

Email- info@agedcarequality.gov.au

Tasmanian Health Care Complaints Commissioner

healthcomplaints.tas.gov.au

Call - 1300 582 113

Need an Interpreter?

If you need an interpreter, you can ask us to arrange one when you call. Alternatively, you can contact one of the services below and ask them to help contact us on 1800 951 822.

- <https://www.tisnational.gov.au/> – 131 450

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- <https://nt.gov.au/community/interpreting-and-translating-services/aboriginal-interpretor-service> – 1800 334 944
- <https://aiwaac.org.au/> – 08 9192 3981

You can also download the Aged Care Quality and Safety Commission (ACQSC) poster, which provides information in multiple languages on how to contact the ACQSC using an interpreter:

agedcarequality.gov.au/sites/default/files/media/acqsc_translated-information-for-consumer-poster_acc.pdf

If you are hearing or speech impaired contact us through the National Relay Service: accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links

- TTY users: phone 1800 555 677 then ask for our number 1800 951 822
- Speak and Listen users: phone 1800 555 727 then ask for our number 1800 951 822
- Internet relay users: connect to the National Relay Service using the address above and enter 1800 951 822.

We are committed to improving our services based on your valuable feedback. Thank you for helping us serve you better!