

Compliments, complaints, and suggestions



All compliments, complaints, and suggestions are an opportunity for us to improve the quality of your care.

We encourage you to provide regular and ongoing feedback, as it helps us improve the quality of our services, and better meet your needs.

This information sheet describes how to:

- provide feedback on the services you receive.
- lodge a complaint if you are not happy with your service, support or products.
- appeal the outcome of a complaint.

How to provide feedback

With Silverchain, you can make a complaint safely, confidentially and anonymously. There will be no negative impact on the care or services you receive.



If you are not happy about your service, speak to your Care Partner or the person coordinating your care in the first instance.



You can also ask to speak to a senior team member by calling our National Contact Centre, during business hours on **1300 650 803**.

Other ways you can provide feedback include:

- Email:
feedbackandcomplaints@silverchain.org.au
- Submitting feedback online:
silverchain.org.au/contact-us/feedback
- Completing the Feedback Form attached, and either giving it to a member of your Silverchain care team, or posting it to:
Consumer Engagement Team
Silverchain
6 Sundercombe Street,
Osborne Park WA 6017

We may also send you an online survey via email or via SMS text message a few times a year, for feedback on our services.

If you would like to provide a sentiment of thanks to one of our team members, please contact us, and we will pass on your message.

Be a consumer voice

At Silverchain we have a range of voluntary and paid opportunities as consumer representatives that might interest you. Contact our Consumer Engagement team on **1300 650 803** or email ce@silverchain.org.au to find out more.

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Information for new and existing clients

What information to include in your feedback

When you provide feedback, please explain what happened and when, who was involved, and what outcome or action you are seeking. You will also need to let us know your preferred contact details.



We aim to acknowledge feedback within 1 business day and resolve complaints within 28 days.

When you make a complaint to us, we will work with you to resolve your concerns and keep you informed throughout the process.

Assistance to lodge a complaint

If you need assistance, we have a Consumer Engagement Liaison Advocate who can help you. Please call our National Contact Centre during business hours and ask to speak to them directly, on **1300 650 803**.

We understand and respect that you may need the support of trusted family and friends in managing your care. If you would like someone to help you with a complaint, we are happy to work with your nominated person.

There are organisations in every state of Australia that deliver free and confidential advocacy support for older people receiving aged care services. These organisations can be contacted via the Older Persons Advocacy Network (OPAN). OPAN is funded by the Australian Government Department of Health, Disability and Ageing.

Older Persons Advocacy Network (OPAN)

Phone: **1800 700 600** (this number will automatically connect you with the aged care advocacy organisation in your state or territory) opan.org.au

Appealing the outcome of your complaint

If you are not satisfied with the way we have managed your complaint, please let us know, and we will review the outcome of your complaint.

Alternatively, if your complaint is regarding our aged care services, you can seek an external review by contacting:

Aged Care Quality and Safety

Phone: **1800 951 822**

agedcarequality.gov.au

For an external review of your health care complaint, the Australian Commission on Safety and Quality in Health Care has more information about which agency to contact in your state. See their website safetyandquality.gov.au/consumers/information-about-healthcare-complaints

Alternatively, you can refer to the Silverchain website silverchain.org.au/complaints-policy for a list of state government agencies that review health care or community service complaints.

Whistleblower disclosure

We welcome disclosures that qualify for whistleblower protections under the Aged Care Act.

For more information on what is an eligible whistleblower disclosure, and how to make a disclosure, please refer to Silverchain's Whistleblower Policy on our website at silverchain.org.au/whistleblower

Feedback Form

Please complete and provide your feedback form to a Silverchain team member. Alternatively, you can scan and email the form to feedbackandcomplaints@silverchain.org.au or post it to: Silverchain, 6 Sundercombe Street, Osborne Park WA 6017.

Your details	
Full name	
Address	
Phone/mobile	
Email	

☐ Please tick the box if you would like us to contact you to talk about the feedback you've given. If yes, please ensure that you have provided your contact number and your email address (if you have one), in case we cannot reach by phone.

Please provide a complete description of your compliment, complaint, or suggestion(s) below.

A record of this form must be attached to the feedback record documented on the Electronic Incident and Feedback Management System. A copy must be retained at the Service Centre.

Supervisor/Manager		Record No.	
Signature		Date	

Silverchain is one of Australia's leading in home care specialists, providing health and aged care services to more than 140,000 clients a year.

Trusted by Australians to deliver care that is differentiated by quality and safety for 130 years, we are proudly one of the only Australian home care providers accredited in both national health and aged care standards.

At Silverchain we celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Silverchain respectfully acknowledges the Traditional Custodians of the lands on which we work and live. We acknowledge Elders both past and present, whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future leaders and reconciliation within Australia.

Health. Human. Home.