



Do you have a concern or complaint?

Four Step Process

Boandik
101 Lake Terrace East
Mount Gambier SA 5290
Email: livewell@boandik.org.au

Residential Managers
Theresa Connor
Boandik Lake Terrace
Ph: 8725 7377

Pam Alde
Boandik St Marys
Ph: 8724 1200

Shelli Loxton
Boandik Crouch Street
Ph: 8725 4911

Independent Living Units
Sandra Parsons
Chief Operating Officer

Boandik Community Care
Trish Patzel
Community Manager

External Agencies

Aged Rights Advocacy Service
Ph: (08) 8232 5377
or 1800 700 600

Aged Care Quality and Safety Commission
Ph: 1800 951 822
www.agedcarequality.gov.au

Health and Community Services Complaints Commissioner
Ph: 8226 8666 or 1800 232 007
www.hcsc.sa.gov.au

Disability Advocacy and Complaints Service of South Australia
Ph: 1800 555 630
www.dacssa.org.au

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

Step 1 Frontline resolution

Please discuss your concern and/or complaint with a member of staff within your home/service/program.

Most concerns/complaints can be resolved by speaking with those who know most about your personal circumstances and how your home/service/program operates.

It will be helpful if you could raise your concern/complaint along the lines of:

- Describe what the problem is?
- How did the problem come about? and
- How you think the problem can be resolved to your satisfaction?

Remember, you can ask a family member or advocate to assist you at any time.

If you are not satisfied with the response, or you wish to immediately escalate the matter, please proceed to Step 2.

Step 2 Investigation

Request that the matter be referred to the Manager of your home/service/program e.g., the Residential Manager for residential aged care, the Chief Operating Officer for Independent Living Units, the Community Services Manager for community programs.

They will meet with you and (if necessary) investigate the matter and report their findings back to you.

Remember, you can ask a family member or advocate to assist you at any time.

If you are not satisfied with the Manager's response, you can escalate your concern/complaint to a member of the Executive Team

Step 3 Internal review

If the complaint has not been resolved at step 2, or you are not satisfied with the outcome of the investigation, you can request an internal review.

This will be completed by a member of the Executive Team, either the Chief Client Officer, the Chief Operating Officer, or the Chief Executive Officer.

Please contact the Executive Assistant via:

Tel: (08) 8725 7377

Fax: (08) 8725 8262

Email: livewell@boandik.org.au

who will forward your concern/complaint to the relevant Executive Member for review. Depending on the matter and the findings from Step 2, they may or may not meet with you as part of their review, but they will contact you after their review with their findings/decision.

If the matter cannot be resolved by the Executive Member, or if you disagree with their decision, you may wish to escalate your concern/complaint to step 4.

Step 4 External review

If you are not satisfied and wish to appeal a decision made, action taken or not taken, you should escalate your concern/complaint to one of the external agencies listed.