

# Feedback Details

Southern Cross Care (WA) Inc., Southern Plus and Southern Cross Housing Ltd. are committed to providing high quality care and services. We value your feedback, including complaints and compliments. Please document your feedback and what actions you would like us to take.

## Place in an envelope (no stamp required) and post to:

Attention: Feedback  
Southern Cross Care (WA) Inc.  
Reply Paid 76  
Burswood WA 6100

Date: \_\_\_\_\_

Please describe your feedback. If you would like to attach additional information, please do.

---

---

---

---

---

---

---

---

---

---

What would you like to see happen as a result of your feedback:

---

---

---

---

This feedback relates to:

- Southern Cross Housing
- Residential Care Services
- Home Care Services
- Retirement Villages
- Mental Health Services
- Disability Services

Location/Site: \_\_\_\_\_

I am a:

- Client
- Friend
- Family member
- Representative
- Staff member
- Health professional
- Other

Contact details:

Please provide your contact details if you would like us to contact you about your feedback, or provide you with a response.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

# Southern Cross Care (WA) Inc. Group

## About Southern Cross Care (WA) Inc.

Since 1966, Southern Cross Care (WA) Inc. has been committed to helping almost 3,000 Western Australians and their families across our State to access a choice of quality care or mental health services in their own homes, community options homes, independent living retirement villages or residential aged care homes.

## About Southern Plus

Southern Plus is part of the Southern Cross Care (WA) Inc. (SCC) Group, one of Western Australia's leading not-for-profit aged care providers. Southern Plus offers a broad range of health and wellness aged care services throughout Perth, Broome and the South West region to help clients with complex health care needs truly enjoy life as they age.

## About Southern Cross Housing Ltd.

Southern Cross Housing Ltd is a subsidiary of Southern Cross Care (WA) Inc. In partnership with the Housing Authority, we provide quality Community Housing rental accommodation for seniors, people with disabilities and for individuals with a persistent mental illness, who meet the eligibility criteria.

# Client Feedback

· Complaints · Compliments · Suggestions





## How to share your feedback

As part of our commitment to providing the best quality care to you, we welcome your compliments, suggestions or complaints. Tell us what we're doing well, or if you have a concern, let us know so that we can improve our services.

We encourage you to provide feedback at any time with a member of staff. If your feedback is about a complaint or concern, the staff member, their supervisor or manager, will work with you to resolve the issue in a timely manner. If you are not happy with the outcome, or if you would like to discuss your concerns further, you can contact us by phone, mail or the form on our website.

### Contact us, we're happy to help

**Call:** 1300 669 189  
**Email:** [info@scrosswa.org.au](mailto:info@scrosswa.org.au)  
**Web:** [www.scrosswa.org.au](http://www.scrosswa.org.au)

## How we manage your feedback

**It's important you tell us what you expect to occur as a result of your feedback. This will assist our staff to understand and respond to your comments.**

All feedback will be reviewed and complaints investigated.

**A Timely response:** We will contact you within 5 business days of receiving your feedback to explain the process and next steps.

**Advocacy:** You have the right to seek independent support at any point. We have included a list of advocacy organisations in this brochure for you to consider.

**Privacy and confidentiality:** Any concerns shared will be raised only with the Manager and people responsible for the related service. None of your information will be shared further without your permission.

**Involvement in the process:** Your feedback will be investigated and you have the right to be included at all stages of the process. We will talk to you about how you may like to be involved.

You will be treated in a respectful and dignified manner.

**Finalising your feedback:** The outcome of our investigation into your feedback will be shared with you, unless you advise you do not wish to hear back. If you are not satisfied with the outcome, you have the right to request further clarification or seek external review.

## Advocacy

The following services are available to support you free of charge:

**Advocare Incorporated**  
9479 7566 | 1800 655 566  
[advocare.org.au](http://advocare.org.au)

**Aged Care Quality and Safety Commission**  
1800 951 822  
[agedcarequality.gov.au](http://agedcarequality.gov.au)

**Department of Mines, Industry Regulation and Safety: Consumer Protection**  
1300 304 054  
[commerce.wa.gov.au/consumer-protection](http://commerce.wa.gov.au/consumer-protection)

**Health and Disability Services Complaints Office (HaDSCO)**  
1800 813 583  
[hadsco.wa.gov.au](http://hadsco.wa.gov.au)

**Older Persons Advocacy Network**  
1800 700 600  
[opan.com.au](http://opan.com.au)

**For a comprehensive list of options, please visit our website.**



## Our promise to you

We adhere to standards of care and services in accordance with relevant legislation and standards:

- Aged Care Act 1997 and Aged Care Principles 1997
- Carers Recognition Act 2010 (Cth)
- Disability Services Act 1993
- Fair Trading (Retirement Village Code) Regulations 2015 & Retirement Villages Act 2020
- Health and Disability Services (Complaints) Act 1995
- Mental Health Act 2014 (WA)
- Occupational Safety and Health Regulations 1996 (WA)
- Privacy Act 1988 (Cth)
- Residential Tenancies Act 1987 (WA)

For further information on legislation and standards, please refer to our website.

If you are making a complaint, we treat each complaint on its own merits. We will investigate complaints regardless of a person's age, gender identity, religion, culture, ethnicity, sexual preference, disability or any other status.