

Please complete your contact details so that we can update you on the progress of your feedback and work with you to resolve any issues.

We respect your right to remain anonymous, however this does limit our ability to communicate with you regarding your feedback.

My name: _____

I am a:

- resident relative
 team member other

Care community: _____

My phone number: _____

My email: _____

My preferred method of contact is:

- phone email in-person

I have already spoken to a team member about this issue:

- yes no

These are the team members I have spoken to about this issue in the past:

I'd like Opal to be aware of the following sensitivities related to this issue:

Please return this form to a team member or place it in the 'Comments Box' located near reception in your care community.

You can also:



Mail the completed form to
GPO Box 1172, Sydney NSW 2001



Scan the completed form and send it to
listening@opalhealthcare.com.au



Share your feedback online at
opalhealthcare.com.au/feedback

Further help

We take your feedback seriously and are committed to working with you to address your feedback quickly in a fair and transparent way.

In the event that you feel that the matter cannot be resolved directly with us at Opal, or at any time, you may choose to contact the Aged Care Quality and Safety Commission by calling **1800 951 822** or visiting **agedcarequality.gov.au**. If you are a participant of the NDIS, you may also contact the NDIS Commission by visiting **ndiscommission.gov.au**

If you require assistance making a complaint or providing feedback, the Older Person's Advocacy Network (OPAN) or Disability Advocacy Network Australia (DANA) offer free advocacy services that are independent and confidential. You can contact OPAN by calling **1800 700 600** or visiting **opan.com.au** or DANA at **dana.org.au**



**When
you speak,
we listen.**

Feedback Form



Your feedback helps us better understand the needs of our care community and improve the quality of our service.

At Opal, we value your thoughts and the opportunity to work with you to resolve any issues you may have. That's why you'll find it easy to raise a complaint, make a suggestion, share a compliment or just have your say.

Here are some simple avenues to provide your feedback:



Speak to a team member in your care community. This is often the fastest and easiest way to communicate your feedback and to resolve an issue.



Arrange a time to speak with the general manager in your care community either in person or by phone. Our general managers appreciate the opportunity to work with you to action your feedback.



You can submit your feedback using the form in your hand, sharing your feedback online at **opalhealthcare.com.au/feedback** or by calling **1800 767 074**. No matter how you share your feedback with us, it will be routed to the most appropriate manager.



If you feel that your issue has not been resolved to your satisfaction, you may call **1800 767 074** and request an internal review from a senior member of our Opal Support Team.

I have a:

suggestion

compliment

complaint

Feedback:

These are the details related to my feedback:

For complaints:

These are the actions I'd like to be taken to resolve this issue to my satisfaction:

Privacy Statement personal information you provide to Opal HealthCare (about yourself or others) may be used by us for the purpose of assessing, administering and improving our services, and for this purpose we may disclose it to our affiliates, staff, service providers, insurers, government and regulatory agencies, health professionals and others involved in the provision of the services. Please refer to our Privacy Policy at opalhealthcare.com.au/privacy-policy for further information about how we handle personal information and how you may access or correct it or make a privacy related complaint.