

We value
your opinion



Feedback and Complaints Information

Help us improve our services

External complaint mechanisms

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your concern with us, other free and confidential assistance is available through:

Aged Rights Advocacy Service

(08) 8232 5377 email: aras@agedrights.asn.au

Older Persons Advocacy Network

Phone 1800 700 600

The Multicultural Communities Council of SA

Phone 8345 5266

Aged Care Quality & Safety Commission

info@agedcarequality.gov.au

1800 951 822 www.agedcarequality.gov.au

Health & Community Services Complaints Commissioner

Phone 1800 232 007

NDIS Quality and Safeguards Commission

1800 035 544

www.ndiscommission.gov.au/about/complaints

Disability Advocacy and Complaints Service of South Australia (DACSSA)

Phone (08) 7122 6030 www.dacssa.org.au

If you are deaf, hard of hearing and/or have a speech impairment, the **National Relay Service** can assist you to contact St Louis Care.

You can contact the **National Relay Service** via:

TTY: 133 677

Speak & Listen Number: 1300 555 727

Internet Relay: www.relayservice.com.au



Improving our service

Our staff welcome all feedback and complaints, and support a culture of continually improving what we do. Providing timely, appropriate and fair outcomes to any feedback is how we can make improvements for you, our staff and services at St Louis Care.

www.stlouiscare.com.au



St Louis Care July 2024

Are we
meeting
your
needs?



We want to hear from you about how we're doing. Let's talk.

About us

St Louis Care provides residential care, Home Care, NDIS registered provider for Younger Onset Dementia, and Allied Health for a range of socially and culturally diverse people. We are committed to providing a service that meets your expectations.

In line with our values of respect, dignity, inclusion and choice, we appreciate any feedback and complaints. We use this information to review and improve the safety and quality of the individualised support and services we provide.

Let's Talk

Please let us know if you have any concerns or questions about the quality of care provided by our staff.

We take all feedback seriously and want to understand how we can best deliver services to you.

Clients, their family, friends and carers are encouraged to provide feedback and let us know how you feel about what we do.

Your feedback or complaint will allow us to work with you to fix an issue, resulting in a better outcome for you.

How to make a complaint or feedback

Your feedback or complaint can be made by:

Phoning us or to make an appointment:

Nursing Home (08) 8272 3344

Home Care Adelaide (08) 8332 0950

Home Care Victor Harbor (08) 8552 1481

St Louis Homes Phone (08) 8552 1461

Email all feedback to:

feedback@stlouiscare.com.au

OR Post via mail:

ST LOUIS CARE REPLY PAID 83096

Parkside SA 5063

ST LOUIS HOME CARE REPLY PAID 86182

Marryatville SA 5068

We provide services to a diverse range of people, some may need an alternative way of making a complaint, and we will facilitate the best method.

What to expect

If you have a complaint, we will respond to it promptly and sensitively. St Louis Care use an open disclosure framework when dealing with a complaint. This means an "open discussion" is held with the person when something goes wrong that has harmed, or had the potential to cause harm, to a person.

It refers to the practice of communicating with clients, or their representative when things go wrong, addressing all needs and concerns and, importantly, apologising.

Open disclosure also involves explaining to the client the steps St Louis Care has taken to prevent such an incident from happening again.

Open disclosure can involve the client's carers, support people and representatives if they would like them to be involved.

We will keep you informed about the progress of your complaint along the way.

What we will do

We will work with you to assess how best to resolve your complaint.

We really appreciate you taking the time to let us know what you think we do well, and where you think we could improve.