



Your
feedback
matters

Claro
Aged Care &
Disability Services



We are listening



We **bring energy** to the day, going above and beyond wherever possible.



We **act with integrity** as individuals, and as a united team.



We **nurture & care** for all on our path, every interaction grounded in compassion.



We **listen & connect** with our peers and clients, constantly pushing the benchmark forward.

We maintain our values while striving for our best and caring for others.

We are committed to providing you with the highest quality services possible. If you have feedback on how we can improve, we would like to hear from you.

Compliments, suggestions or complaints are welcome, as they all guide us in delivering better services moving forward.



You can choose to provide your feedback directly or through our Speak Up Hotline.

Provide your feedback directly to Claro:



Email us

tellus@claro.com.au



Call us

1300 303 770



Easy read feedback form

An easy read version of our feedback form is available on request.



← **Email us with your feedback**



Report to our Speak Up Hotline:

The **Speak Up Hotline** is externally managed by Core Integrity, a team trained in dealing with complex and sensitive issues. All matters are treated in the strictest of confidence, and reporting is secure.



Email

speakup@coreintegrity.com.au



Phone

1800 324 775



Report online

qrs.ly/ClaroSpeakUP



Report via mail

PO Box 730, Milsons Point NSW 1565

Report online via Speak Up →





Advocacy services

All customers have the right to appoint an advocate to act on their behalf.

Advocacy services may be able to assist in the management of care, establishing or reviewing agreements, negotiating fees and in presenting any complaints.

We respect your choice of advocate, and encourage all customers to use the services of an advocate in the event of a dispute.

For customers accessing aged care programs, please call the National Aged Care Advocacy Line on **1800 700 600**.

Responsibility for funding and administration of disability advocacy is shared between the Commonwealth and state/territory governments.

A list is provided at www.afdo.org.au

How we respond

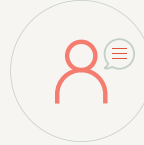
We take your views seriously and you can be assured you that your feedback will be addressed fairly and promptly by our committed team.



Compliments are forwarded to the relevant staff member or service area to enjoy.



Suggestions are reviewed and considered for inclusion in the team's Continuous Improvement Plan.



Complaints are acknowledged by management, and as a team we commit to:

- Investigate further if required, to fully understand the concerns highlighted
- Refer issues that may be best dealt with by others (such as police, ombudsman and/or aged care or disability regulators)
- Updating you as your complaint is addressed
- Ensuring your privacy and confidentiality is maintained as required under law

External agencies

If you are dissatisfied with the way we have handled a complaint, you can contact the following external agencies.

All services

Office of the Australian Information Commissioner

Fax 02 9284 9666

Email enquiries@oaic.gov.au

Mail GPO Box 5218,
Sydney NSW 2001

Online oaic.gov.au

Ombudsman

Details differ for each state and territory. Check online for your local service.

Aged care services

Aged Care Quality and Safety Commission

Phone 1800 951 822
(free from landlines)

NRS 1800 555 677
then ask for 1800 951 822

Online
agedcarequality.gov.au

Disability services

NDIS Quality and Safeguards Commission

Phone 1800 035 544
(free from landlines)

TTY users 133 677

NRS 1800 555 677
then ask for 1800 035 544

Online
ndiscommission.gov.au

National Disability Abuse and Neglect Hotline

Phone
Toll Free: 1800 880 052
NRS 1800 555 677
then ask for 1800 880 052

TSI 131 450 (Translating and Interpreting Service)

Email
hotline@workfocus.com

Online
jobaccess.gov.au/complaints