

Harbison Feedback and Complaints: Your Voice Matters

At Harbison, we are committed to listening to you and making sure your experience with us is the best it can be. We welcome your feedback, suggestions, concerns and complaints—big or small. Your voice helps us improve and ensures you receive the safe, respectful, and high-quality care you deserve.

This document explains:

- How you can give feedback or make a complaint to Harbison
- What you can expect from us when you raise a concern
- How you can make a complaint to the external Complaints Commissioner
- Our commitment not to victimise or discriminate against anyone who speaks up
- Where to find support from independent aged care advocates

1. How to Give Feedback or Make a Complaint

You can share your feedback or make a complaint in whatever way feels most comfortable for you. All feedback is welcomed—whether it's a compliment, a suggestion, or a concern. You can choose to remain anonymous if you prefer.

Ways to provide feedback or make a complaint:

- **Feedback forms:** Available throughout the Home.
- **Confidential feedback boxes:** Located at Burradoo reception and Moss Vale General Store.
- **QRCode:** located on posters in common areas and resident rooms.
- **Speak directly:** Talk to any member of the Harbison workforce or a senior leader in person or in writing.
- **Through an advocate:** You can ask a trusted advocate or supporter to speak on your behalf.
- **Phone or Email our Feedback Officer:**

Phone: 02 4868 6200

Email: feedback@harbisoncare.org.au

- **Phone or write:** Contact details are also available in the Harbison Handbook, on our website, and on noticeboards.
- **Join meetings:** Share your thoughts at resident meetings and care conferences.
- **Surveys and questionnaires:** Participate in regular surveys to share your experiences.

If you need help communicating (for example, if you are deaf, hard of hearing, have a speech impairment, or prefer another language), we can arrange for interpreters and other support services.

2. What Happens When You Raise a Concern

When you give feedback or make a complaint, you can expect:

- **Prompt acknowledgment:** We will acknowledge your feedback or complaint within one (1) business day—by phone or in writing.
- **Respect and fairness:** You will be listened to, understood, and treated with respect, fairness, and confidentiality. Your privacy will be protected at all times.
- **No reprisals:** You will not be treated differently, victimised, or discriminated against for raising a concern.
- **Support:** You can have an advocate, interpreter, or support person with you at any stage.
- **Clear communication:** We will keep you informed about the progress of your complaint and the outcome.
- **Timely resolution:** Most concerns can be resolved quickly. If your complaint cannot be resolved immediately, we will let you know what steps are being taken and when you can expect a response.
- **Continuous improvement:** We use your feedback to improve our services and care.

The Complaint Process

1. **Acknowledgement:** We will acknowledge your complaint within one business day.
 2. **Investigation:** Your concern will be investigated by the most appropriate person (for example, the Clinical Care Manager for clinical issues).
 3. **Updates:** You'll be kept informed of progress.
 4. **Resolution:** We aim to resolve complaints as quickly as possible and within agreed timeframes. If a solution cannot be reached promptly, we will explain why and discuss next steps with you.
 5. **Outcome:** You will be informed of the outcome and can request this in writing.
 6. **Review:** If you're not satisfied with the outcome, you can ask for a review or escalate your complaint.
- If you need help at any stage, please contact our Feedback Officer, Janice Young.

3. Making a Complaint to the Complaints Commissioner

If you are not satisfied with how Harbison has handled your complaint—or if you prefer—you can contact the external Aged Care Quality and Safety Commission (Complaints Commissioner) at any time.

How to contact the Aged Care Quality and Safety Commission (Complaints Commissioner):

- **Phone:** 1800 951 822
- **Online:** www.agedcarequality.gov.au/making-complaint
- **Mail:** GPO Box 9819, IN YOUR CAPITAL CITY

You may also ask for help from an independent advocate (see below).

4. Our Commitment: No Victimisation or Discrimination

We want you to feel safe and confident in raising any concern. Harbison guarantees that:

You will not be victimised, disadvantaged, or discriminated against for making a complaint or providing feedback—whether to us or to the Complaints Commissioner.

This commitment applies to residents, family members, supporters, advocates, and anyone else who raises a concern.

5. Independent Aged Care Advocacy Services

If you would like support to make a complaint or understand your rights, you can contact an independent aged care advocate. Advocates can help you speak up, explain your options, and support you throughout the process.

Key Advocacy Services:

Older Persons Advocacy Network (OPAN)

- **Phone:** 1800 700 600
- **Email:** enquiries@opan.org.au
- **Website:** www.opan.org.au

Seniors Rights Service (NSW)

- **Phone:** 1800 424 079
- **Email:** info@SeniorsRightsService.org.au
- **Website:** www.seniorsrightsservice.org.au

Other Support Services

- **National Relay Service (NRS):** For people who are deaf or hard of hearing
<https://www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links>
- **Australian Government Translation and Interpreting Service (TIS):** 131 450
- **Aboriginal Interpreter Service (AIS):** 1800 334 944

If you need help contacting an advocate or arranging support, please speak to any member of staff or our Feedback Officer.

Remember:

Your feedback helps us make Harbison a better place for everyone.

We encourage you to speak up—your thoughts and experiences are valued.

For more information or support, please contact our Feedback Officer at feedback@harbisoncare.org.au, or speak to any member of the Harbison team.